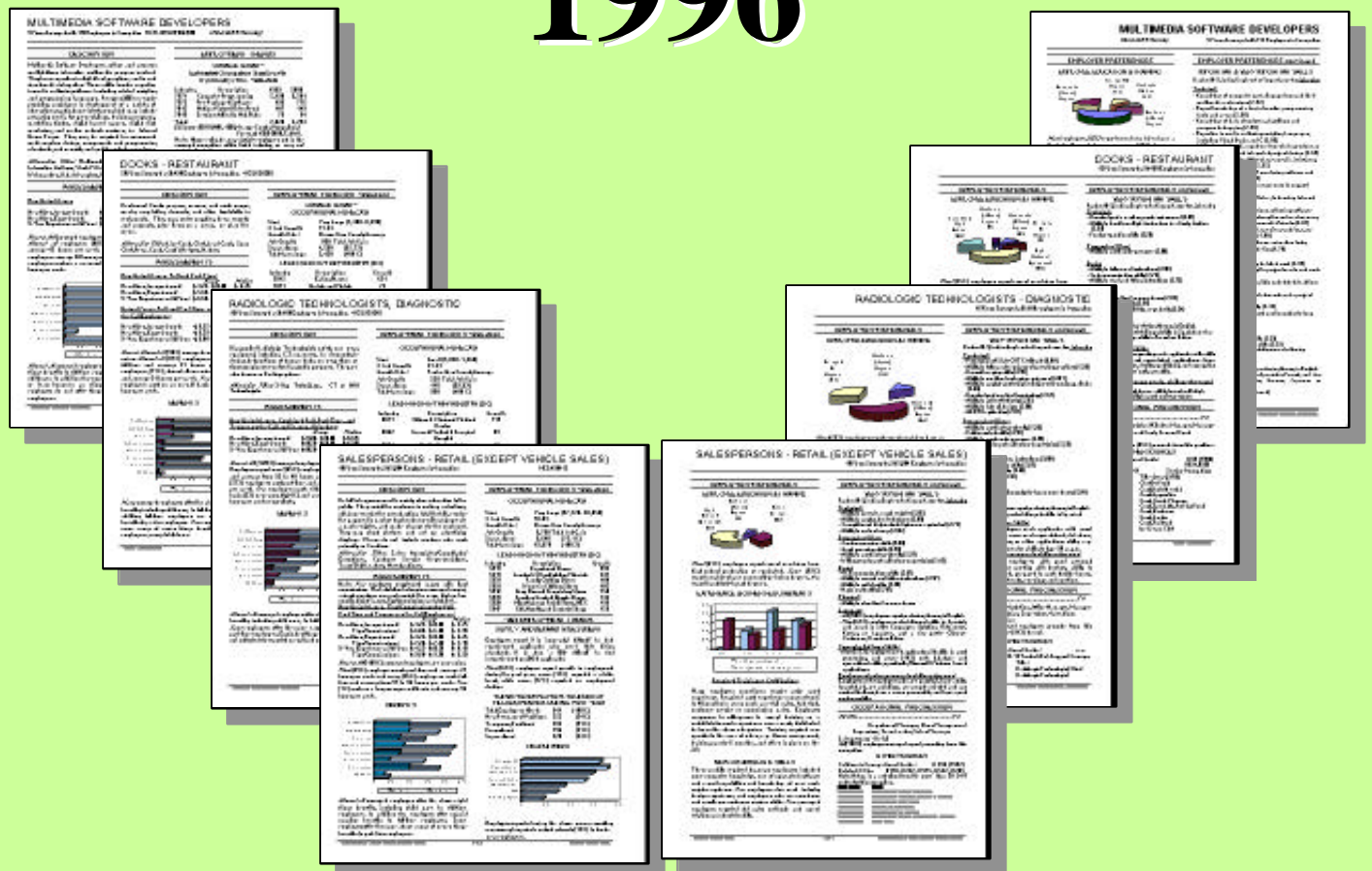


ORANGE COUNTY

OCCUPATIONAL OUTLOOK

1996



SPONSORED BY THE:

Orange County Board of Supervisors
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 State of California, Employment Development Department, Labor Market Information Division

A PRODUCT OF:

The California Cooperative Occupational Information System

**1996 Orange County Occupational Outlook Report:
Navigation guidelines for document reader (Adobe Acrobat) software users.**

This report requires the use of the (Adobe Acrobat) document reader. The user then has the opportunity to browse online, or through printing, recreate a colored or black and white hard copy document, dependent on the user's needs or resources.

A printing of the entire report (100 pages) represents each of the 50 double sided pages of the hard copy document, including blank 'back pages' and the front and end cover pages.

Acrobat Reader Browsing Guidelines:

The three top left icons of the Acrobat Reader provide three viewing options:

- i) First from left icon- 'Full Page' for clear online specific page reading.
- ii) Second from left icon - 'Bookmark and Page View' option. This is the recommended initial mode to readily locate specific document areas and information within this 1996 Occupational Outlook.

Use the '**fit visible**' view option for most legible viewing.

The mouse pointer icon changes from a 'hand' to a 'pointing finger' when the user has the mouse over an active bookmark, or 'visible or invisible' link

NOTE: A click on any header within the table of contents(p. iii) will take you directly to the specific chapter or occupational profile. Use bookmarks to return to table of contents or other report location.

- a) Bookmarks have been prepared to enable the user to directly access chapters within the 1996 Occupational Outlook Report.
- b) Indented Bookmarks may be opened/closed by a mouse click on the arrow to the left of the bookmark text. These indented bookmarks have been prepared for each of the surveyed occupations.
- iii) Third from left icon - 'Thumbnail and Page View' mode provides a small graphic image of each page and may be used to do a graphic search through a document. This option is not enabled in this distributed 1996 Occupation Outlook Report file.
- iv) Users with Internet access and Acrobat Reader version 2.1 or later, may use the 'weblink options' feature to enable direct Internet access to home page sites listed in the introductory chapters.

We recommend the use of the new Acrobat Reader 3.0 (11/96) with Netscape 2.01 or 3.01 or equivalent versions of MS Internet Explorer for successful weblink use.

A free copy of the Adobe Acrobat Reader is available from the Adobe Internet site located at <http://www.adobe.com> or from several other locations. For additional information concerning above procedures please contact the Orange County CCOIS program coordinator at (714) 834-7146 or send an e-mail to:

tomc@jtpa.csa.co.orange.ca.us.

ORANGE COUNTY CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

1996

A Cooperative Program of the
Orange County Board of Supervisors
Orange County Private Industry Councils
and
State of California, Employment Development Department,
Labor Market Information Division

March 1997

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CHAPTER ONE

~ INTRODUCTION~

INTRODUCTION

Overview:

Welcome to the *1996 Occupational Outlook Report for Orange County*. This is the seventh in a series first initiated in 1990, and is a product of the California Cooperative Occupational Information System (CCOIS). It is produced through a cooperative effort between the Orange County Board of Supervisors, the three Orange County Private Industry Councils (at the local level), and the State of California Employment Development Department (EDD), Labor Market Information Division (LMID), and the California Occupational Information Coordinating Committee (COICC), (at the state level).

The *1996 Occupational Outlook Report* seeks to improve the match between the needs of local employers and the skills of job seekers by providing current, localized occupational information for better labor market decisions. Funding for this study is provided by the EDD/LMID and federal Orange County Job Training Partnership Act (JTPA) funds.

1996 Report Organization

The report chapters are organized to assist both the new and experienced user equally. Throughout the report, references are provided for the user to retrieve more specific and current information, including phone contact numbers. This has also been prepared as an *'Internet enabled document'*, i.e. formatted with Internet hyperlinks and references.

Chapter 1 provides information on the CCOIS program sponsors and intended uses of the report.

Chapter 2 provides an overview of the 1996 Orange County employment characteristics and 1996 survey median wage summaries, together with a *reference to all 156 occupations surveyed in Orange County between 1990-1996*

Chapter 3 gives more detail concerning the 1996 survey methodology.

Chapter 4 provides details of the purpose, assumptions and procedures used to develop profile items reported within each of the twenty-five 1996 occupational profiles.

Chapter 5 presents the detailed profiles of the twenty-three 1996 (OES) surveyed occupations.

Chapter 6 presents the detailed profiles of the two 1996 (Non-OES) surveyed occupations.

Chapter 7 contains a brief comment on the status of the *Orange County Training Directory* and the future *1997 update*. Sources of Orange County post secondary and private vocational training providers, supporting both 1995 and 1996 surveyed occupations, were provided as part of the *1995 Occupational Outlook Report*

Chapter 8 contains a sample copy of the three page 1996 occupation survey questionnaire, followed by a listing of statewide CCOIS program local contact persons, pps. 87-89.

INTRODUCTION

Orange County Private Industry Councils:

In partnership with the Orange County Board of Supervisors, the Orange County Private Industry Council (PIC) has affirmed its mission to:

*Bring Together Private and Public Sector Resources
and Expertise to Assist Individuals
in Achieving Economic Self Sufficiency While Meeting
the Employment Needs of Local Communities.*

The CCOIS project is viewed as an opportunity to forward the mission of the Orange County PIC. Composed of executives from the private and public sectors, PIC members volunteer their time to determine how Job Training Partnership Act (JTPA) funds will be allocated, and to review and evaluate the JTPA employment and training programs in Orange County.

Labor Market Information Division (LMID):

The CCOIS Program has been developed and is administered by LMID. LMID has access to an extensive state data base that provides information and projections concerning local labor market conditions. LMID's expertise and data base have all been made available to the project, and through this document are now available to the public.

California Occupational Information Coordinating Committee (COICC):

The California Occupational Information Coordinating Committee (COICC) is an inter-agency committee created by Congress to promote development and use of a statewide occupational information system. Committee members are as follows:

- Employment Development Department
- Chancellor's Office of the California Community Colleges
- Council for Private Post Secondary & Vocational Education
- Trade and Commerce Agency
- Department of Rehabilitation
- State Job Training Coordinating Council
- Department of Social Services
- Employment Training Panel
- California Department of Education
- COICC Staff

C.C.O.I.S. Confidentiality Agreement

The confidentiality of these data, provided by EDD and through employer's individual responses, are protected under the California Unemployment Insurance Code (Sections 1094, 2111, and 2714), and the California Civil Code (Section 1798 et seq.). Consequently, all staff participating in the survey sign a CCOIS Confidentiality Agreement, with the understanding they will be subject to misdemeanor and/or civil or administrative penalties for unauthorized disclosure in violation of the above Codes. The assurance of confidentiality is a key to the cooperation of Orange County employers each survey year and ultimately to the local success of the CCOIS program.

INTRODUCTION

Uses of the Data:

Some anticipated uses for the information in this report include:

Career Decisions - Career Counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.

Program Planning - This report provides local planners and administrators with employment and training information, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.

Curriculum Design - Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.

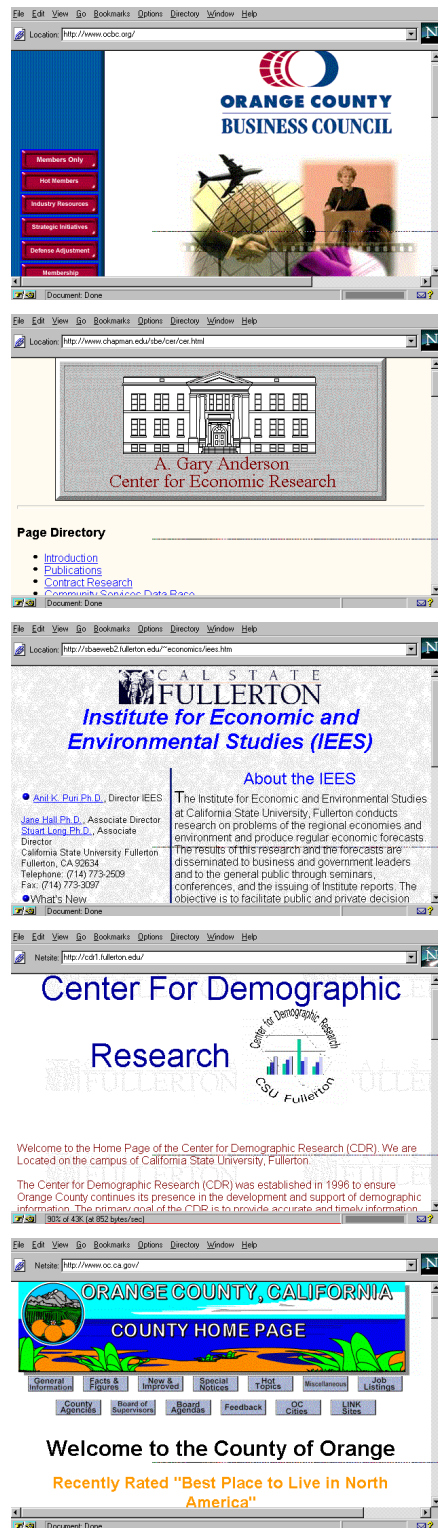
Economic Development - Local government agencies and economic development organizations will find information on the labor pool such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.

Program Marketing - Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable occupational data.

Human Resources Management - Small business owners and large corporate resource directors can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

INTRODUCTION

Additional Sources of Labor Market and Workforce Development Information:



The following is offered in the spirit of the **Orange County Business Council** one-stop office:

'One phone call (714) 476-2242, one visit, one click on our web site (www.ocbc.org) will connect you with Orange County information'.

If you seek more detailed information concerning either the *Orange County Projections and Planning Information* or *Current Employment* status, please contact Eleanor Jordan, **EDD/LMID Area Analyst** (714) 558-6406 or (916) 262-2162.

In addition, two locally based sources of annual economic forecasts are available for interested users:

- **Center for Economic Research, Chapman University**
Dr. Esmael Adibi (714) 997-6693
<http://www.chapman.edu/sbe/cer/cer.htm>
- **Institute for Economic and Environmental Studies, CSU Fullerton**
Dr. Anil Puri (714) 773-2228
<http://sbaeweb2.fullerton.edu/~economics/iees.htm>

If more current and local information is required on labor force demographic characteristics, i.e. educational attainment, updated population, age, sex, race/ethnic origin composition, the following local Orange County source is recommended:

- **Center for Demographic Research, CSU Fullerton**
Dr. William F. Gayk (714) 773-3242
<http://cdr1.fullerton.edu>

On-line Labor Market Information - giving access to over 1,000 data files is available through the EDD/LMID *Internet Home Page*. This 1996 *Orange County Occupational Outlook* and other county CCOIS program Occupational Outlook Reports are also retrievable from *CCOIS section* of the site located at:

- <http://www.calmis.cahwnet.gov>

The above site is also a source of statewide information concerning all other CCOIS program contacts.

A key on-line resource for labor market and work force development information is the **COICC Internet Home Page**

- <http://www.soicc.ca.gov>

The site also contains a wide range of employment related links, both private and public at the federal, state and local government agency levels.

A key local source is the **County of Orange Internet Home Page** located at

- <http://www.oc.ca.gov>

The site provides a wide variety of local information links, including County and local Agencies, Labor Market and Vocational Training Provider resources.

If more detailed information is required concerning the 1996 *Occupational Outlook Report* or earlier reports, or any of the above information, you may contact the local CCOIS program coordinator at (714) 834-7146.

CHAPTER TWO

~ 1996 TRENDS AND SURVEY SUMMARIES

1996 TRENDS AND SURVEY SUMMARIES

Overview:

The following Orange County economic trends are offered to assist the user in evaluating the 1996 occupational profiles against the countywide backdrop of regional and local economic trends and employment opportunities.

Labor Force Trends:

The Orange County *resident labor force* increased by 8,600 people during 1996, to an estimated total of 1,348,300. This total includes self-employed individuals, unpaid family workers, household domestic workers, and workers on strike. These 'inclusions' plus non-civilian military workers are not included in the industrial *employment by place of work* totals reported.

Regional Labor Force Trends:

Users should note the 1990 Census reports over 18% of Orange County employees were from surrounding counties, especially Los Angeles (11%), Riverside (4%) and San Bernardino (2%). Equivalent numbers of Orange County *resident* employees (18%) found work out of county, primarily in Los Angeles (16%).

Employment Trends:

The total of non-farm civilian jobs in Orange County was 1,202,000 in December, 1996, *up by 31,400* jobs compared with December, 1995. This represents an annual growth of 2.7%, somewhat higher than the EDD 1993-2000 Orange County employment forecast, which uses an average growth of almost 2.2% per year.

Unemployment Trends:

During 1996, the unemployment rate decreased from 4.3% to 3.1%, leaving an estimated *14,500 fewer* persons unemployed, i.e. compared with December, 1995. This is the fourth lowest level in the state, lower than all surrounding counties, and the lowest level in Orange County in nearly seven years.

Regional Unemployment Trends:

Throughout 1996, all four counties surrounding Orange County had greater absolute numbers of unemployed. These counties, plus Orange, are the most populous five of the top six counties in the state, and they also have the largest absolute numbers of unemployed.

Occupational Trends:

The *1996 Occupational Outlook Report* profiles are the most readily available *local* indicator of *current occupational trends*. The trends of industries employing the surveyed occupation provide a measure of occupational employment opportunities. Each of the 1996 report profiles lists the job growth by lead industry, i.e. ranked by occupational growth, for the specific surveyed occupation.

Industry Trends:

Industries with Greatest Absolute Growth, 1/1/96 -12/31/96

	<u>Growth</u>	<u>Percent</u>
Services	14,300	4.1%
Manufacturing	4,000	1.7%
Wholesale Trade	3,500	4.0%
Retail Trade	3,000	1.4%
Construction	3,000	6.7%
Government	2,900	2.2%
Transportation & Public Utilities	500	2.1%
Finance, Insurance & Real Estate	200	0.0%
Mining	0	0.0%

1996 TRENDS AND SURVEY SUMMARIES

1996 Occupational Survey:

Twenty-five occupations were surveyed between June - September, 1996. Four hundred and twelve employers provided completed and EDD acceptable questionnaires. The number of employers contacted was several hundred greater than the final total. Each survey to be useable, must meet the stringent employer size, industry stratification and other CCOIS program response goals.

The 412 employers responding to the survey, represent a total of 9,138 employees in the 25 surveyed occupations, 3,537 of which were hired during the past year.

Sources of Recent Hires:

Total Hired During Past Year:	3,537	100%
New Permanent Positions	1,045	30%
Temporary Positions	557	16%
Promotions	650	18%
Separations	1,285	36%

Part-Time, or Temporary On-Call, or Seasonal Trends:

Employers of more than half, 13 of the 25 surveyed occupations, reported a significant number of employees working on a part-time, temporary on-call or seasonal basis. Two occupations had more than 50% of employees reported on a non-regular full time basis:

- Sales Persons - Retail (except Vehicle Sales) (53%)
- Food Preparation Workers (51%)

Past Year Occupational Employment Trends:

Employers in all 25 surveyed occupations reported they experienced some employment growth during the past year. The occupations with the most optimistic responses were:

- Computer Programmers, Including Aides (68%)
- Truck Drivers - Heavy or Tractor Trailer (68%)
- Sales Persons - Retail (except Vehicle Sales) (67%)
- Production Inspectors, Testers, Graders etc. (63%)
-

Education Level of Recent Hires:

For 14 of the 25 surveyed occupations, the majority of recent hires have a high school education or equivalent. Occupations with the largest number of employers reporting recent hires with an Associate Arts (2 year) degree or above were:

- Medical and Clinical Laboratory Technologists (100%)
- Computer Programmers, Including Aides (85%)
- Multimedia Software Developers (81%)

Median Wages:

Median wage details for all 1996 surveyed occupations are tabulated on the next two pages by union and non-union category. Base wages only are reported in cases where employers supplement income with tips or commissions.

Occupational Survey Overview:

Since 1990, one hundred and fifty five different occupations in Orange County have been surveyed as part of the CCOIS program. Thirty of these occupations have been surveyed a second time, representing a total of one hundred and eighty five occupational surveys. All of these surveys are listed alphabetically, with year of survey on pages 12 - 15.

SUMMARY OF MEDIAN WAGES

ALL NON-UNION OCCUPATIONS

	% Part-Time Employees (> 10%) *	New Hires, Inexperienced	New Hires, Experienced	3+ Yrs. Experience with Firm
Automotive Mechanics		\$8.00	\$15.97	\$21.58
Chemical Technicians and Technologists - except Medical and Clinical		\$7.50	\$14.38	\$17.00
Computer Programmers, including Aides		\$14.38	\$19.18	\$22.78
Food Service Managers		\$8.63	\$10.74	\$14.38
Hairdressers, Hairstylists and Cosmetologists (Base Wages - Excludes Tips/Commissions)	*27%	\$6.00	\$6.97	\$10.00
Hand Packers and Packagers	**16%	\$5.75	\$6.00	\$7.13
Machinists		\$6.28	\$11.50	\$13.59
Medical and Clinical Laboratory Technologists	***34%	\$13.00	\$18.00	\$20.00
Plastic Molding and Casting Machine Operators and Tenders		\$5.25	\$6.00	\$6.80
Production Inspectors, Testers, Graders, Sorters, Samplers and Weighers	11%	\$6.05	\$8.00	\$9.00
Property and Real Estate Managers and Administrators (Base Wages - Excludes Tips/Commissions)		\$9.59	\$16.11	\$23.01
Radiologic Technologists, Diagnostic	****32%	\$12.25	\$15.00	\$17.75
Receptionists and Information Clerks	*****45%	\$8.00	\$9.64	\$10.97
Salespersons - Retail (except Vehicle Sales) (Base Wages - Excludes Tips/Commissions)	53%	\$5.75	\$6.25	\$8.13
Secretaries Medical	32%	\$9.00	\$11.00	\$13.00
Tool and Die Makers		\$7.00	\$15.00	\$18.00
Travel Agents (Base Wages - Excludes Tips/Commissions)		\$7.00	\$9.59	\$11.51
Typists, including Word Processing	*****41%	\$8.00	\$10.00	\$12.30

NON-OES SURVEY OCCUPATIONS

	% Part-Time Employees (> 10%) *	New Hires, Inexperienced	New Hires, Experienced	3+ Yrs. Experience with Firm
Hazardous Materials and Waste Technicians		\$9.80	\$13.19	\$17.50
Multimedia Software Developers		\$12.79	\$18.00	\$23.97

* Denotes percent of part-time employees reported by surveyed employers for the subject occupation. The percentage of part-time employees is shown only if greater than (>) 10% of all reported employees for the survey occupation.

** Denotes inclusion of temporary on call employees (14%) within total percent regular part-time employees

*** Denotes inclusion of temporary on call employees (3%) within total percent regular part-time.

**** Denotes inclusion of temporary on call employees (5%) and seasonal (4%) within total percent regular part-time.

***** Denotes inclusion of temporary on call employees (9%) within total percent regular part-time.

***** Denotes inclusion of temporary on call employees (21%) within total percent regular part-time.

SUMMARY OF MEDIAN WAGES

ALL UNION OCCUPATIONS

	<i>New Hires, Inexperienced</i>	<i>New Hires, Experienced</i>	<i>3+ Yrs. Experience/Firm</i>
Cooks - Restaurant:			
11% Part-Time (Non-Union)			
2% On-Call (Union)			
<i>Non-Union:</i>	\$6.25	\$9.10	\$10.60
<i>Union:</i>	\$10.10	\$10.10	\$10.90
Food Preparation Workers:			
51% Part-Time (16% Non-Union)			
(35% Union)			
<i>Non-Union:</i>	\$5.00	\$6.00	\$7.50
<i>Union:</i>	\$8.77	\$8.77	\$10.08
Licensed Vocational Nurses:			
20% Part-Time (11% Non-Union, 9% Union)			
13% Seasonal Basis (Non-Union)			
2% On-Call Basis (Non-Union)			
<i>Non-Union:</i>	\$12.00	\$13.50	\$14.50
<i>Union:</i>	\$13.43	\$14.38	\$18.70
Truck Drivers, - Heavy or Tractor Trailer:			
3% Part-Time (Union)			
<i>Non-Union:</i>	\$8.56	\$12.47	\$14.38
<i>Union:</i>	\$11.72	\$12.79	\$14.00
Truck Drivers, Light - Include Delivery and Route Workers:			
10% Part-Time (Non-Union)			
<i>Non-Union:</i>	\$8.00	\$10.00	\$12.00
<i>Union:</i>	\$8.58	\$15.00	\$15.75

OCCUPATIONS SURVEYED 1990 - 1996

Report Year	Occupational Title
1995	Administrative Service Managers
1991	Amusement and Recreational Attendants
1993	Appraisers - real Estate
1993	Artists and Related Workers
1990	Automotive Body, Related Repairers
1990 & 1996	Automotive Mechanics
1992	Bartenders
1993	Bill and Account Collectors
1993	Billing, Posting, Calculating Machine Operators
1990 & 1994	Bookkeeping, Accounting and Auditing Clerks
1992	Bus and Truck Mechanics
1990	Bus Drivers
1995	Cardiology Technologists
1990	Carpenters
1990	Cashiers
1996	Chemical Technicians and Technologists - except Medical and Clinical
1992	Child Care Workers (Limited Survey)
1993	Chiropractic Assistants (Limited Survey)
1994	Civil Engineers
1995	Claims Examiners- Property and Casualty Insurance
1991	Combination Machine Tool Operators and Tenders -- Metal, Plastic
1991	Combination Machine Tool Setters, & Set-Up Operators -- Metal, Plastic
1995	Compliance Officers and Enforcement Inspectors- Except Construction
1995	Computer Aided Design (CAD) Technician (Non-OES Survey)
1995	Computer Engineers
1990	Computer Operators
1992 & 1996	Computer Programmers, Incl. Aides
1994	Construction and Building Inspectors
1994	Construction Estimators (Non-OES Survey)
1994	Cooks -- Institution or Cafeteria
1990 & 1996	Cooks -- Restaurant
1993	Counter and Rental Clerks
1992	Court Reporters/Shorthand Reporters (Non-OES Survey)
1994	Customer Service Representatives (Non-OES Survey)
1995	Data Entry Keyers -- Except Composing
1991 & 1994	Data Processing Equipment Repairers
1990	Dental Assistants
1992 & 1995	Dental Hygienists
1991	Desktop Publishers (Non-OES Survey)
1995	Detectives and Investigators - Except Public
1994	Dispatchers, Except Police, Fire and Ambulance
1990 & 1994	Drafters
1992	Driver/Sales Workers
1995	Economists, Including Market Research Analysts
1990	Electric Home Appliance and Power Tool Repairers
1990 & 1994	Electrical and Electronic Assemblers
1991 & 1994	Electrical and Electronic Engineering Technicians and Technologists
1992	Electricians
1993	Employee Interviewers - Private or Public

OCCUPATIONS SURVEYED 1990 - 1996

Report Year	Occupational Title
1993	Employee Transportation Coordinators (Non-OES Survey)
1994	Environmental Engineers (Non-OES Survey)
1992	Environmental Hazardous Waste Managers (Non-OES Survey)
1991	Environmental Hazardous Waste Technicians (Non-OES Survey)
1994	Financial Mangers
1993	First Line Supervisors & Mgrs./Supervisors - Sales
1996	Food Preparation Workers
1991 & 1996	Food Service Managers
1992	Gardeners, Groundskeepers -- Except Farm
1992	General Office Clerks
1990	Guards and Watch Guards
1996	Hand Packers and Packagers
1993 & 1996	Hairdressers, Hair Stylists and Cosmetologists
1993	Hand Packers and Packagers
1996	Hazardous Materials and Waste Technicians (Non-OES Survey)
1990 & 1995	Heating, Air Conditioning, Refrigeration and Mechanics Installers
1991	Home Health Care Workers
1990 & 1994	Hotel Desk Clerks
1992	Housekeepers
1994	Inspectors, Testers and Graders -- Precision
1993	Instructional Aides, Clerical
1994	Insurance Adjusters, Examiners, and Investigators
1992	Insurance Claims Clerks
1991	Insurance Policy Processing Clerks
1992	Janitors, Cleaners -- Except Maids
1991 & 1994	Legal Secretaries
1990 & 1996	Licensed Vocational Nurses
1992	Loan and Credit Clerks
1994	Loan Officers and Counselors
1995	Local Area Network (LAN) Managers (Non-OES Survey)
1992	Lodging Managers
1991	Machine Tool Cutting Operators and Tenders -- Metal, Plastic
1991 & 1996	Machinists
1991	Maintenance Repairers, General Utility
1990 & 1994	Medical Assistants
1992 & 1996	Medical, Clinical Lab Technologists
1992	Medical, Clinical Lab Assistants
1990 & 1994	Medical Records Technicians
1992	Medical Secretaries
1996	Multimedia Software Developer (Non-OES Survey)
1993	Network Specialists (Non-OES Survey)
1993	News & Street Vendors, Telephone Solicitors
1990 & 1995	Numerical - Control Machine - Tool Operators & Tenders - Metal, Plastic
1991	Nurse Aides
1994	Occupational Therapists
1991	Office Machine and Cash Register Services
1995	Operating and Systems Researchers and Analysts - Except Computer
1993	Opticians - Dispensing, Measuring
1993	Order Fillers, Wholesale & Retail Trade

OCCUPATIONS SURVEYED 1990 - 1996

Report Year	Occupational Title
1993	Packaging, Filling Machine Operators, Tenders
1991 & 1994	Paralegal Personnel
1994	Patient Care Managers
1993	Payroll and Time Keeping Clerks
1990	Pest Controllers and Assistants
1995	Personnel, Training, and Labor Relations Managers
1993	Pharmacy Assistants
1992	Photographic Production Machine Operators and Tenders
1992	Physical Therapy Assistants
1994	Physician's Assistants
1991 & 1996	Plastic Molding and Casting Machine Setters and Set-Up Operators
1990	Plumbers, Pipefitters, and Steamfitters
1991	Preschool Teachers (Non-OES Survey))
1996	Production Inspectors, Testers, Graders, Sorters, Samplers and Weighers
1992 & 1996	Property and Real Estate Managers and Administrators
1995	Purchasing Agents - Securities, Commodities and Financial Services
1993 & 1996	Radiologic Technologists, Diagnostic
1993	Radiologic Technologists, Therapeutic
1992 & 1996	Receptionists, Information Clerks
1991	Registered Nurses
1994	Reservation and Transportation Ticket Agents
1992	Respiratory Care Practitioners
1993	Safety Engineers - Except Mining
1995	Sales Agents - Securities, Commodities and Financial Services
1993	Salespersons - Retail
1990 & 1996	Salespersons - Retail (Non-Vehicle)
1990	Sales Representatives
1993	Sales Representatives - Non-Scientific, Except Retail
1992	Secretaries, General
1994	Secretaries, Legal
1996	Secretaries, Medical
1991	Sewing Machine Operators, Garment
1991	Sewing Machine Operators, Non-garment
1995	Social Workers - Except Medical and Psychiatric
1992	Stock Clerks - Stockroom, Warehouse
1992	Stock Clerks - Sales Floor
1993	Surgical Technicians
1994	Surveying and Mapping Scientists
1994	Surveying and Mapping Technicians and Technologists
1994	Systems Analysts
1995	Teachers - Elementary School
1995	Teachers - Secondary School
1995	Telephone and Cable TV Line Installers and Repairers
1996	Tool and Die Makers
1990	Traffic, Shipping, Receiving Clerks
1992 & 1996	Travel Agents
1991 & 1996	Truck Drivers, Heavy or Tractor Trailer
1991 & 1996	Truck Drivers, Light - Includes Delivery and Route Workers

OCCUPATIONS SURVEYED 1990 - 1996

Report Year	Occupational Title
1990 & 1996	Typists, including Word Processing
1993	Vocational, Educational Counselors
1991	Waiters and Waitresses
1991	Welders and Cutters
1991	Welding Machine Operators and Tenders
1991	Welding Machine Setters and Set-Up Operators
1994	Welfare Eligibility Workers, Interviewers
1993	Wholesale and Retail Buyers -- Except Farm Products
1995	Wholesalers II - International Trade (Non-OES Survey)

CHAPTER THREE

~ PROJECT METHODOLOGY~

PROJECT METHODOLOGY

Overview:

The following outlines the project methodology used in completing the *1996 Occupational Outlook Report*. The state EDD/LMID staff provided the Orange County Local Partner with detailed instructions and formats within which to complete the survey and report. These directions ensure the highest level of consistency and comparability between all survey products.

Occupational Forecast:

During 1996, EDD developed Occupational Forecast Tables for Orange County. These tables give for occupations with 100 or more employees, a forecast of employment trends for the seven years between 1993-2000. The forecast also gives a distribution of the occupations by industry. These tables contain information on over 400 occupations. They were generated by using state unemployment insurance records of Orange County businesses and 'staffing patterns' data from the federally financed *Occupational Employment Statistics (OES)* survey of occupational distribution within industries, identified according to the (four digit) Standard Industrial Classification (SIC).

Selection of Occupations:

Staff from EDD, representation of the Orange County Business Council, Orange County Private Industry Council, the County of Orange Social Services Agency/GAIN Planning Unit, and Union representatives, met to review the EDD Occupational Forecast Tables, the GAIN Training Occupation list, and the Demand Occupation lists of the Orange County, Anaheim, and Santa Ana Private Industry Councils. A preliminary list suitable for the survey was selected. After analysis of the available information, 40 occupations were selected. Report users were then invited to vote by mail, or attend the community meeting for the final selection of occupations.

A community meeting was held to present the result of the mail vote and further review the proposed list of survey occupations. Representatives from business, labor, education, and government concurred on the 25 occupations to survey for the report. Two of the 1996 selected survey occupations are Non-OES, meaning they are either newly emerging occupations, or occupations that are changing significantly.

The primary consideration for inclusion on the list was that occupations have a:

- Substantial employment base in the county;
- Substantial number of projected job openings in the county;
- Potential career ladder.

Following the selection of the occupations, separate questionnaires were developed. A core group of questions was asked for all occupations and additional skills questions were developed specifically for each occupation surveyed.

PROJECT METHODOLOGY

Sample Selection:

After the occupations were chosen and defined, EDD selected an employer sample from local industries expected to employ people in the chosen occupations. Names of at least 60 employers for each occupation, with address, estimated employment in each occupation, and the Standard Industrial Code (SIC) of the industry were included.

An industry code is a classification for a group of firms that produce similar goods and services. Industries are classified by the Standard Industrial Classification (SIC) Manual. There are nine major industry groups; *Agriculture, Mining, Construction, Manufacturing, Wholesale Trades, Retail Trades, Finance-Insurance-Real Estate, Services and Government*. Every firm in the state is classified in one or more of these detailed industry categories according to the products or services they produce. Orange County CCOIS staff used the following survey procedures:

Survey Procedures:

- Completion of the telephone survey was subcontracted to the Social Science Research Center (SSRC) at California State University, Fullerton. *The employer survey took place between June and September, 1996*. SSRC staff called employers in the sample to determine if they employ individuals in the survey occupation. The occupational descriptions contained in the following profiles were used to identify occupation specifics. The purpose of the study was also described. Then the company name and address were verified, a contact name was obtained, and the employer was encouraged to participate. Many employers were eliminated because they did not employ the occupation, were no longer in business, or a local address or phone number could not be verified without extraordinary effort.
- Employers willing to complete the survey by phone were later called back at a designated time to answer the questionnaire. Some employers used faxes. Other employers were deleted from the survey if repeated contact attempts or responses didn't result in a usable survey.
- All survey responses were reviewed by the CCOIS Site Analyst for accuracy and completeness. Employers were contacted if answers were unclear or conflicted with other answers or information obtained on the occupation.
- If 50% of employers on the original sample did not respond, they were replaced with other employers selected from the additional employer listings supplied by LMID.
- In addition to the survey of employers, Orange County CCOIS staff contacted labor unions, schools, training providers, professional associations, user groups, consultants, etc., to learn more about a specific occupation.

PROJECT METHODOLOGY

Tabulations & Results

Survey responses were entered into a data base by SSRC staff; tabulations were prepared by Orange County CCOIS staff. Data from these tabulations were analyzed and final Occupational Profiles and Summaries were prepared by Orange County CCOIS staff. The CCOIS Site Analyst provided final review and approval of the Occupational Profiles and Summaries.

Each occupational profile provides information on wages and fringe benefits, size of the occupation, employment trends, sources of recent filled openings, supply/demand assessment, recruiting methods, education, training and hiring requirements, important skills and other information. Occupational profile items are described in more detail in the following chapter 4. Specific employer information remains confidential.

Dissemination of Information:

PIC, CCOIS, and EDD staff will convene a workshop to distribute the results. All employers who requested the survey results will receive a copy of the final report. Copies will be sent to local libraries, schools, business organizations, and to those who have interest in the report.

In addition, the Occupational Outlook Report for 1996 will be made available electronically, both via diskette or through EDD/LMID home page Internet access, as described later in chapter 4, page 26.

CHAPTER FOUR

~ GUIDE TO OCCUPATIONAL PROFILES

GUIDE TO OCCUPATIONAL PROFILES

Overview:

Information in the Occupational Profiles portion of this report applies specifically to Orange County. The purpose of including the profiles is to provide information for labor market decisions. Standard LMID research methodology and analysis criteria are used to ensure data comparability with other CCOIS sponsored occupational outlook reports. The following describes the various items included within each of the Occupational Profiles.

DESCRIPTION

Occupational Employment Statistics (OES)

Occupational Profiles are ordered alphabetically by their Occupational Employment Statistics (OES) titles, Chapter Five. The titles, definitions and coding are based on the California OES dictionary published by the Bureau of Labor Statistics, October 1991. The occupations were selected for survey based on the needs of local users of occupational information.

Non-OES Occupations

'Non-OES' Occupations are listed by their Non-OES titles, Chapter Six. These titles and definitions are approved by LMID for this survey. After being researched and developed by local staff, LMID analysts assign an altered Dictionary Occupational Title (DOT) code to the locally defined occupation. There are over 12,000 DOT job titles and more than 750 equivalent OES defined job titles. Consequently, often several DOT codes are often clustered within a single OES job title.

Non-OES surveyed occupations also differ from OES occupations in that neither national or state survey information (staffing patterns) are available to estimate the distribution of the occupation by industry. Further, LMID occupational forecasts are not prepared for these frequently smaller sized Non-OES occupations. Consequently the same stringent sample selection procedures and survey response goals cannot be as readily defined as with the broader OES occupation titles. These differences between OES and Non-OES defined occupations require that they be reported separately.

WAGES

The wage data enables comparison of salaries across occupations through salary ranges. These data are not intended to represent official prevailing wages. The ranges are based primarily on employer surveys and contacts with unions, with extreme answers excluded. Wage data were collected from June to September, 1996, (*i.e. prior to the minimum wage increase from \$4.25 to \$4.75 per hour on October 1, 1996*), and reflects the following definitions:

New hires, no experience - The wages of persons trained, but with no paid experience in the occupation.

New hires, experienced - The starting wage paid to journey-level or experienced persons just starting at the firm.

Experienced, after three years with the firm - The wages generally paid to persons with three years journey-level experience at the firm.

Aggregated wage range data for union and non-union employees are rounded to the nearest five cents. Median wage data is reported exactly as provided to the nearest cent.

GUIDE TO OCCUPATIONAL PROFILES

WAGES Continued

Union wage data is not tabulated separately if the number of union employees is less than 10% of the total surveyed employees.

Several of the employers surveyed reported a high percentage of employees working part-time. If these part-time employees comprise more than 10% of the total occupation surveyed, then the qualifier - 'Wages: Combined Full and Part-Time', is used in the profile. A summary tabulation of the median wages of surveyed occupations, together with the occupational percentages of part-time employees is provided in Chapter Two.

BENEFITS

The standard questionnaire asks employers which of eight standard fringe benefits are offered to full-time or part-time employees. The availability of child care benefits is significant for many potential employees. No data is collected for those employees reported as working on a seasonal or temporary on-call basis.

EMPLOYMENT FORECAST 1993-2000

Size of Occupations

The term used to describe the size of a particular occupation relates to its estimated number of workers in the county. Occupational size in Orange County is measured using the following scale:

Small	Less than 1,782
Medium	1,782 - 3,563
Large	3,564 - 7,720
Very Large	7,721 or More

Growth Rate

In most cases, one of the following terms will describe the expected growth rate for the outlook period.

Much faster than average	1.50 times average or more
Faster than average	1.10 - 1.49 times average
Average	.91 - 1.09 times average
Slower than average	.90 times average or less (but greater than 0)
Remain Stable	Zero
Slow Decline	Less than Zero

Total Openings

Total openings are reported as a general index of employment opportunities. The index is compiled by adding the new positions through growth with positions vacated by employees leaving. Separations, as a percentage of total openings, is given as a guide to scale and source of employment opportunities.

Lead Job Growth by Industry 1993-2000

These data show the projection of lead job growth by industry within the surveyed occupation. The intent is to aid the user in locating the industries with the greatest forecasted employment opportunities due to growth. A note is provided in cases where more than 10% of industries using the occupation do not have forecasted growth. The industries are defined using the standard industrial classification (SIC) four digit coding, as described above. These are estimates of growth and should be used with discretion.

GUIDE TO OCCUPATIONAL PROFILES

Non-OES Lead Industries

1996 EMPLOYMENT TRENDS

Supply/Demand Assessment

These are estimated using EDD 1993-2000 industry forecast tables together with the industry (sic) coding of the surveyed employer, and other related occupation sources.

The terms presented in this section refer to the relative difficulty employers experience in locating qualified experienced and inexperienced applicants for positions in the occupation. The terms used in describing the local supply and demand situation currently are defined as:

Very difficult - Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.

Somewhat difficult - Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.

A Little difficult - Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.

Not difficult - Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Past Years Employment Trend

This section focuses on the immediate past status of the labor market from the perspective of employers evaluations of their past years' employment trends.

Sources of Filled Openings

The '*Surveyed Employers Sources of Filled Openings During the Past Year*' provides a statistical compliment to the above current 'supply and demand' measures and the 1993-2000 occupational and industry forecasts. This table is in the form of a 'snapshot' of *actual current* occupational trends.

These data, reported by current surveyed employers, are consequently also available for Non-OES occupations. Thus trend comparisons may be made between OES and Non-OES occupations. The table provides details of job openings, including two items not projected, - openings due to *promotions* and openings due to *temporary positions*.

It should be noted, the **annual** trends indicated by the '*filled openings*' table and employer's **growth expectations** in the '*Advancement Potential*' section, may appear to contradict the **seven year** averaged trend of the 1993-2000 Occupational Forecast. The forecast represents a long term average of what may be short term cyclic growth or decline trends. The forecast also represents an average trend of all firms employing the surveyed occupation. Thus, the (short term) trend indicated by the survey employer responses, may in fact be consistent when averaged over the longer seven year, 1993-2000 period of the forecast. The degree of difference between short and long term trends, may provide an insight into the degree of variation in the supply and demand for the particular surveyed occupation.

GUIDE TO OCCUPATIONAL PROFILES

Recruitment

The primary methods of recruitment used by employers during the past year are reported to guide job seekers and providers.

EMPLOYER PREFERENCES

Employee Education and Training

The percentage of reported levels of education of new hires within the past year refers to the *percentage of surveyed employers* responding on employee education, and not the percentage of employees hired with the stated educational level.

Training, Experience & Other Requirements:

Training, experience, and other requirements present the amount and kinds of work experience, education, and skills required by surveyed employers. The education of 'recent' new hires refers to hires within no specified time frame.

When ***most***, ***many***, or ***some*** is used, the following guidelines have been applied:

- ***Almost all employers*** - this reflects more than 75% of survey respondents;
- ***Most employers*** - this reflects 51% up to and including 75% of survey respondents;
- ***Many employers*** - this reflects 35% up to but not including 51% of survey respondents;
- ***Some employers*** - this reflects 10% up to but not including 35% of survey respondents;
- ***Few employers*** - this reflects less than 10% of survey respondents.

New and Obsolete Skills

New and obsolete skills responses are provided to occupational profile users as a guide to the skills demand trends currently evolving within the subject occupation.

Non-Traditional Employment Status

A *Non-Traditional Occupation* is defined as an occupation in which 25% or less of the workers were female, i.e. as enumerated during the 1990 U.S. Census. These profiles use the same 25% occupational criteria for both men and women to designate such an occupation as 'Non-Traditional'. The 'Non-Traditional' profile item is included only when employers report the 25% or less status for either men or women for the surveyed occupation.

Important and Very Important Skills

The following explains how skills with a score of 2.50 or above are classified as 'Very Important Skills'. Further, if many top skills score 2.0 to 2.49, these are included as 'Important Skills'.

The skills component of the survey questionnaire (example Chapter 8, page 86), asks the employer to rate the importance of a skill as either 0, 1, 2 or 3. These responses are weighted by size of firm (number of employees in the surveyed occupation). The responses are listed by numeric score, e.g. 2.80 within each skill type. At least the top 12 ranked skills by type, i.e. Technical, Personal, Basic or Physical, with a rating of 2.0 or above are included in each of the occupational profiles.

GUIDE TO OCCUPATIONAL PROFILES

EMPLOYER PREFERENCES continued

Languages

The language skills questions indicate employer preferences and provides an indicator of the value of a specific language skill in a surveyed occupation. Several surveyed employers voluntarily identified additional beneficial languages for six of the 1996 surveyed occupations.

Computer Software Skills

The 'computer software skills' section provides an opportunity for employers to identify specific software applications skills that are valued in the surveyed occupation.

Employer Voluntary Comments, Skills Preferences

This was an open ended question to provide employer to comment on skills or other preferences not identified elsewhere in the survey. The majority of employers focused on needed personal skills rather than technical skills.

OCCUPATIONAL PROGRESSION

This section provides an indication of an available career path for prospective employees as defined by surveyed employers. In addition an indication of the prospects for promotion and advancement as represented by surveyed employers is presented to aid the user.

OTHER SOURCES OF INFORMATION

California



Each occupational profile references the related California Occupational Guide (COG) number. Copies of the guides and other related products, including the *Emerging Occupations Guides*, *California Occupational Profiles*, *California Occupational Guide Wage Supplement*, or *Digest of Licensed Occupations* may be ordered by calling the Labor Market Information Division at (916) 262-2162 or faxing to (916) 262-2443.

In addition, if you have computer access, you may retrieve all of the above occupational documents via LMI On-Line (Modem access at (916) 262-2227). Further, you have the option to use Internet access using LMID's home page located at:

- <http://www.calmis.cahwnet.gov>

Federal



In cases where a COG is not available, the federal 1996-1997 *Occupational Outlook Handbook (OOH)*, reference is provided. This can be used to research the occupation using the provided survey occupation DOT title and code. Order from U.S. Government Bookstores (213) 239-9844 or JIST Works, Inc. (800) 648-JIST.

You may make direct 1996-1997 *Occupational Outlook Handbook* interactive occupational inquiries through the Bureau of Labor Statistics Internet Home Page located at:

- <http://stats.bls.gov/>

The Dictionary of Occupational Titles (DOT) codes related to the surveyed occupation OES code are included in each profile.

The above sources of information are identified to enable the user to gain more understanding both of the opportunities and requirements for each of the 1996 surveyed occupations.

CHAPTER FIVE

~ OCCUPATIONAL PROFILES~

AUTOMOTIVE MECHANICS

16 Firms Surveyed with 134 Employees in Occupation. OES: 853020

DESCRIPTION

Automotive Mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as Brake Repairers, Transmission Mechanics, or Front-end Mechanics. Please do not include Auto Body Repairers, Bus and Truck mechanics, Diesel Engine Specialists, and Electrical Systems Specialists.

Alternative Titles: Automotive Technicians, Lube/Transmission Technicians, Technicians.

WAGES/BENEFITS

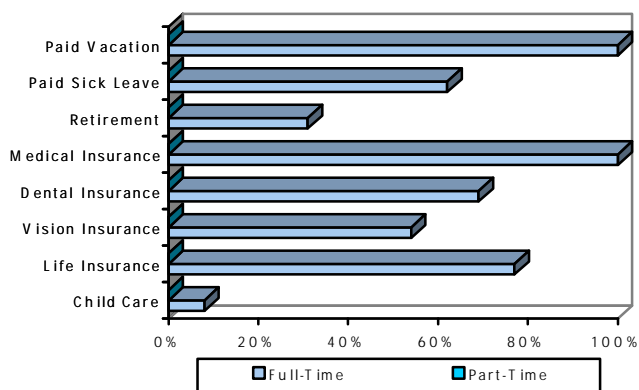
Note: **Few** (6%) employers surveyed supplement base wages with tips or commissions. These responses are not reported due to the small sample size.

Non-Union Wages:

	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$15.80	\$ 8.00
New Hires, Experienced:	\$ 4.25 - \$26.35	\$ 15.97
3+ Yrs. Experience with Firm:	\$ 4.25 - \$33.55	\$ 21.58

Hours: **Almost all** surveyed employers (99%) are non-union and **almost all** employees (99%) work full-time and average 41 hours per week. **Few** surveyed employers sometimes supplement wages with tips or commissions.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits, including child care, to full time employees. A **few** employers also offer other benefits, i.e. long term disability fringe benefits to full-time employees.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (5,600 - 7,040)
% Job Growth:	25.7%
Growth Rate:	Much Faster than Average
Job Growth:	1,440 Total Job Gain
Separations:	1,240 (46.3%)
Total Openings:	2,680 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7538	General Auto Repair Shops	586
7539	Automotive Repair Shops, NEC	170
5511	New/Used Car Dealers	129
7549	Automotive Services, NEC	90

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

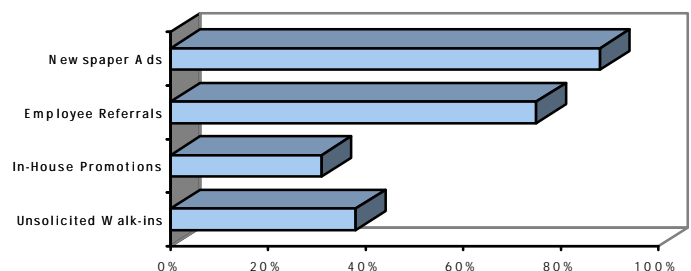
Employers report it is both 'somewhat difficult' to find experienced applicants who meet their hiring standards, and to find qualified inexperienced applicants.

Most (50%) employers report in employment during the past year, **many** (38%) employers report the employment trend as stable.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	78	(100%)
New Permanent Positions	24	(31%)
Temporary Positions:	1	(1%)
Promotions:	16	(21%)
Separations:	37	(47%)

RECRUITMENT



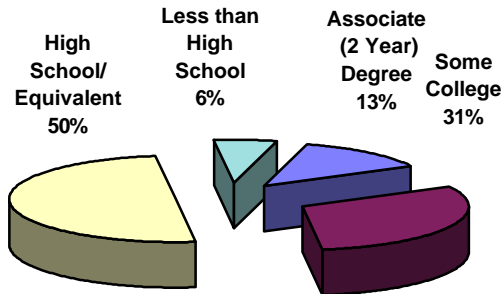
When recruiting for employees, **employers** report primarily using the above top four resources. Additional sources of reported recruitment are public school referrals (19%), private school referrals (19%), E.D.D. (19%) and private employment agencies (13%).

AUTOMOTIVE MECHANICS

16 Firms Surveyed with 134 Employees in Occupation

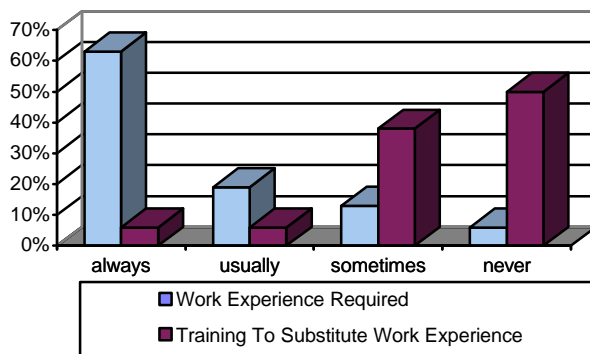
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Many (50%) employers report recent new hires have high school or equivalent education. Some employers report employees have some college studies (31%) or an associate (2 year) degree (13%).

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many surveyed employers require employees to have A.S.E. Certification, or Smog Certification or Trade School Certification. **Most** employers require from 12 to 60 months of prior work experience in either auto mechanics, transmission repair, auto technician, or smog technician work. **Many** employers surveyed sometimes will accept training as a substitute for work experience.

NEW OR OBSOLETE SKILLS

The new skills identified by **almost all** employers included being computer literate, especially using new electronic diagnostic systems. **Few** employers also identified fuel injection skills and being able to fulfill G.G. standards as new skills. **Few** employers reported carburetor systems, distributor and parts replacer were reported as obsolete skills.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for women with 0% in this occupation reported by surveyed employers.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Possession of a valid driver's license (3.00)
- Ability to operate electronic automotive diagnostic equipment (2.95)
- Ability to implement safe work practices (2.75)
- Certified in Auto Excellence (ASE) (2.54)
- Ability to repair fuel injection systems (2.42)
- Ability to repair vehicle air conditioners (2.40)
- Ability to repair vehicle heaters (2.38)

Personal or Other:

- Willingness to work with close supervision (2.93)
- Possession of good DMV record (2.84)
- Ability to work independently (2.68)

Basic:

- Ability to write legibly (2.98)
- Ability to read and follow instructions (2.58)
- Oral communication skills (2.48)

Language

- **Almost all** employers report preferring fluency in English
- **Some** employers prefer bilingual skills in Spanish.

Computer Software Skills:

- **Almost all** (88%) employers seek applicants with basic PC skills, including keyboard, data entry, Windows, information search and use of mechanics software. **Some** (13%) seek database and word processing skills.

Employer voluntary comments, skills preferences

Technical and physical skills requested are ability to do oil changes, or body repair, or collision repair estimating and need for a physical or a drug test. Personal skills needed are initiative, self-confidence, dependability, punctuality, good quality work and being a 'good guy'.

OCCUPATIONAL PROGRESSION

FROM.....TO

Service Advisor, Dispatcher/ Assist. Manager
Auto. Technician 1,2,3; Master Auto Technician
Automotive Mechanic

Most (56%) surveyed employers report not promoting from this position, while **many** (44%) do.

OTHER SOURCES

California Occupational Guide: # 24 (1992)
Related COGs 68, 237, 240, 251, 302.
OOH 1996-97, p.345-48 Mechanics, Installers & Repairers

DOT Code:

620.261-010
620.281-026
620.281-038
620.281-062
620.281-066

Title:

Automotive Mechanic
Brake Repairer
Front-End Mechanic
Transmission Mechanic
Tune-Up Mechanic

CHEMICAL TECHNICIANS AND TECHNOLOGISTS - EXCEPT MEDICAL AND CLINICAL

17 Firms Surveyed with 163 Employees in Occupation. OES: 245050

DESCRIPTION

Chemical Technicians and Technologists conduct chemical and physical laboratory tests to assist scientists in making qualitative and quantitative analyses of solids, liquids, and gaseous materials for purposes such as research and development of new products or processes, quality control, maintenance of environmental standards, and other work involving experimental, theoretical, or practical application of chemistry and related sciences. Please do not include workers who primarily do medical and clinical laboratory work.

Alternative Titles: Laboratory Technician, Chemical Engineer, Quality Analysts, Quality Control Technician.

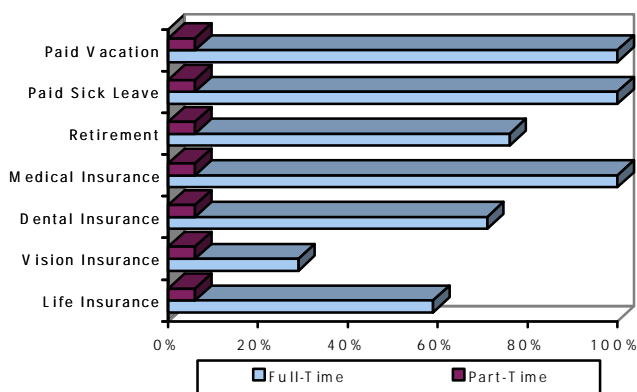
WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$15.00	\$ 7.50
New Hires, Experienced:	\$ 8.00 - \$20.40	\$ 14.38
3+ Yrs. Experience with Firm:	\$ 9.45 - \$27.60	\$ 17.00

Hours: All surveyed employers (100%) are non-union. Employers report **almost all** (94%) employees work full-time and average 40 hours per week. **Few** (4%) employees work part-time and average 24 hours per week.

BENEFITS



Almost all surveyed employers report offering the above seven fringe benefits to full-time and part-time employees. Child care is not a fringe benefit offered by surveyed employers. Several other fringe benefits offered to fulltime employees include Ride Share, 401K, disability or education reimbursement plans. Part-time employees are offered 401K, I.R.A. or stock purchase plans, or employment assistance program.

EMPLOYMENT FORECAST 1993-2000

Orange County OCCUPATIONAL FORECAST

Size:	Small (1,020 - 1,210)
% Job Growth:	18.6%
Growth Rate:	Faster than County Average
Job Growth:	190 Total Job Gain
Separations:	160 (45.7%)
Total Openings:	350 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
2033	Canned Fruits and Vegetables	64
8731	Commercial Physical Research	44
8734	Testing Laboratories	17

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

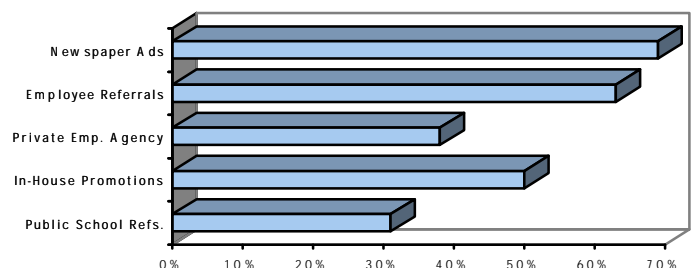
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced, qualified applicants.

Most (53%) employers report employment growth during the past year, another (29%) reported the trend as stable.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	23	(100%)
New Permanent Positions	9	(39%)
Temporary Positions:	7	(30%)
Promotions:	5	(22%)
Separations:	2	(9%)

RECRUITMENT



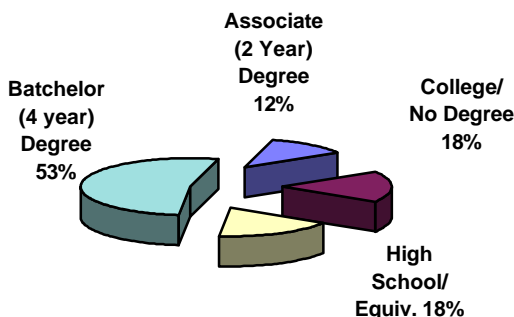
When recruiting for employees, **employers** report primarily using the above top five resources. Additional sources of reported recruitment are unsolicited walk-ins (25%), private school referrals (25%) and E.D.D. (25%).

CHEMICAL TECHNICIANS AND TECHNOLOGISTS - EXCEPT MEDICAL AND CLINICAL

17 Firms Surveyed with 163 Employees in this Occupation

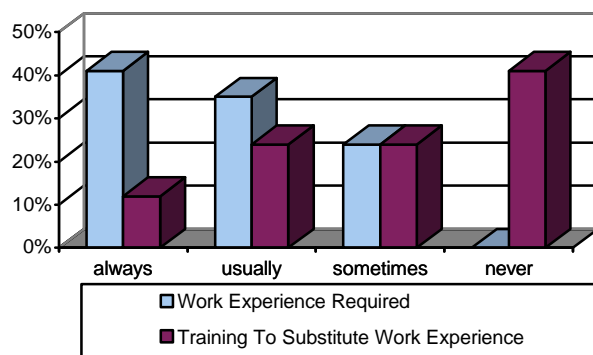
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most employers (53%) report recent new hires have received a bachelor (4 year) degree. **Some** employers report new hires have an associate (2 year) degree (12%), or either some college or high school/equivalent graduation (18%).

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many employers require applicants with 24 - 48 months of training, e.g. a Bachelor of Science degree either in Chemistry, a college education in life sciences or college chemistry courses. **Few** employers require an OFR 1029 License. **Many** employers usually require from 6 to 36 months of prior work experience in either chemistry related work, laboratory technician, chemical engineering, research and development, or hazardous waste work. **Many** employers never accept training as a substitute for work experience, however **some** employers will accept training as a substitute.

NEW OR OBSOLETE SKILLS

New skills sought by employers are computer related, statistical and data analysis, computer filing systems, use of computer aided instruments or validation processes. Few identified advanced degrees as a new skill. Few reported written record systems and wet chemistry as obsolete.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for women, with surveyed firms having (15%) female employees.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to implement safe work practices (2.96)
- Knowledge of chemistry (2.87)
- Record keeping skills (2.82)
- Ability to calibrate instruments (2.80)
- Report writing skills (2.79)
- Ability to perform wet chemical analysis (2.65)
- Ability to follow laboratory procedures (2.57)
- Understanding of hazardous waste analysis (2.40)
- Knowledge of algebra (2.37)

Personal or Other:

- Ability to work independently (2.96)
- Willingness to work with close supervision (2.76)

Basic:

- Ability read and follow instructions (2.99)
- Ability to work independently (2.96)

Language

- **Almost all** employers report preferring fluency in English. **Few** employers prefer bilingual skills in Spanish.

Computer Software Skills:

- **Most** employers seek applicants with spreadsheet (69%) and word processing (63%) skills and **many** (44%) also seek database skills. **Few** also seek statistical software and Windows specific skills.

Employer voluntary comments, skills preferences

Personal skills sought are team work, honesty, punctuality and good work habits. Physical testing and communication skills were also requested by few surveyed employers.

OCCUPATIONAL PROGRESSION

FROM.....TO

Supervisor/Manager/Engineer
Senior Technician/Lead Quality Engineer
Chemical Technician/Technologist

Most (63%) surveyed employers promote from this position, while **many** (38%) do not.

OTHER SOURCES

California Occupational Guide: n.a.
Below is a selection of the 12 DOT codes covered by this occupation.

DOT Code:	Title:
022.161-018	Perfumer
022.261-010	Chemical Laboratory Technician
022.261-018	Chemist, Instrumentation
022.261-022	Chemist, Wastewater Treatment Plant
022.281-014	Chemist, Water Purification
022.281-018	Laboratory Tester
022.381-010	Yeast-Culture Developer
022.361-014	Food Tester

COMPUTER PROGRAMMERS, INCLUDING. AIDES

19 Firms Surveyed with 714 Employees in Occupation. OES: 251051

DESCRIPTION

Computer Programmers convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information.

Alternative Titles: Software Engineer, Programmer/Analyst, Junior Programmer, Associate Engineer.

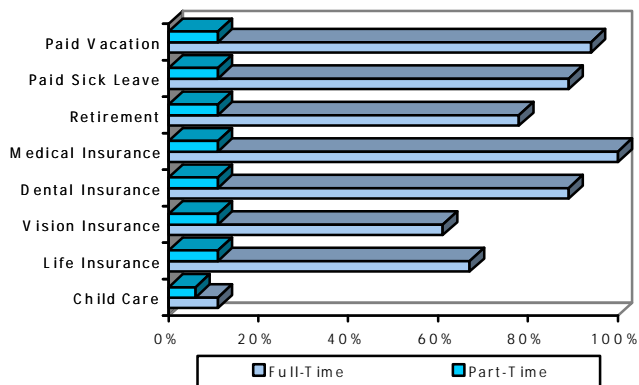
WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 9.60 - \$24.00	\$ 14.38
New Hires, Experienced:	\$10.40 - \$71.90	\$ 19.18
3+ Yrs. Experience with Firm:	\$12.00 - \$95.90	\$ 22.78

Hours: **All** (100%) surveyed employers are non-union, and **almost all** (97%) employees work full-time and average 40 hours per week. **Few** (2%) part-time employees reported average 26 hours per week, and **few** (1%) reported temporary on-call employees average 40 hours per week.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits, including child care, to full-time employees. In addition, **few** employers surveyed offer a profit sharing fringe benefit to full-time employees. **Some** surveyed employers offer equivalent fringe benefits to part-time employees.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (6,470 - 7,430)
% Job Growth:	14.8%
Growth Rate:	Average
Job Growth:	960 Total Job Gain
Separations:	1,120 (53.8%)
Total Openings:	2,080 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7371	Computer Programming Services	205
7374	Data Processing and Preparation	137
7379	Computer Related Services, NEC	136
7389	Business Services, NEC	69
7372	Prepackaged Software	45
7373	Computer Integrated Systems Design	45
7376	Computer Facilities Management	43

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

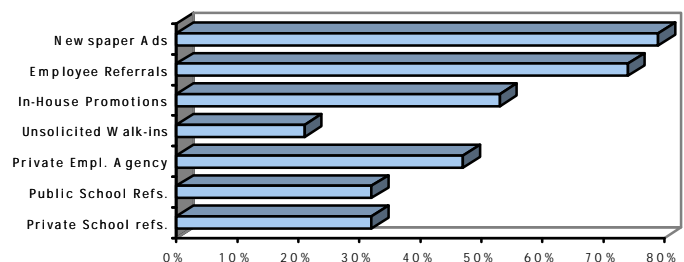
Employers report it is both 'somewhat difficult' to find experienced applicants who meet their hiring standards, and also to find inexperienced qualified applicants.

Most (68%) employers report employment growth during the past year, **some** (16%) reported a stable employment trend.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	495	(100%)
New Permanent Positions	205	(41%)
Temporary Positions:	29	
Promotions:	95	
Separations:	166	(34%)

RECRUITMENT



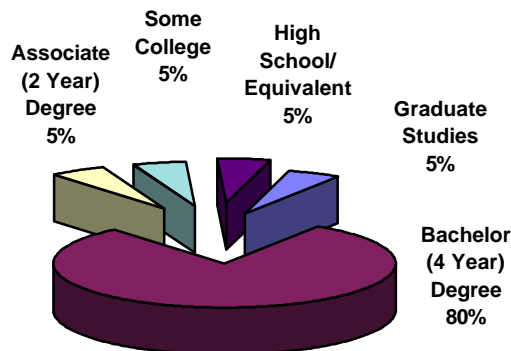
When recruiting for employees, **employers** report primarily using the above top seven resources. Additional sources of reported recruitment are EDD (5%), union hall referrals (5%) and the Internet (5%).

COMPUTER PROGRAMMERS, INCLUDING AIDES

19 Firms Surveyed with 714 Employees in Occupation

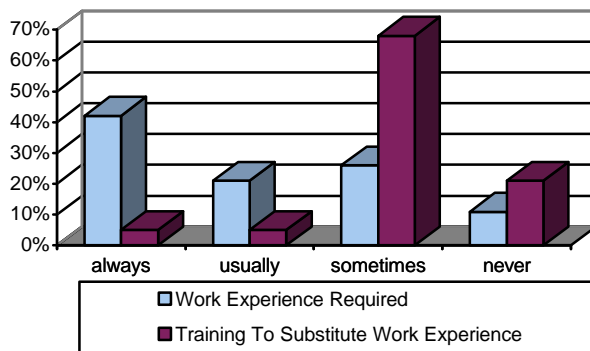
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Almost all (80%) employers report recent new hires have received a Bachelors degree. The remaining four groups, (5%) report employees have either graduate studies, an Associate (2 Year) degree, some college with no degree, or high school or equivalent.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many surveyed employers require from 6 to 60 months of prior work experience in either; computer office work, systems analyst, programming, software engineer, network engineering or administrator, programmer trainee, computer sales or related information support work. **Most** employers will sometimes accept training as a substitute for work experience. Required training can range from 6 to 48 months and include either a Bachelor or Associate degree, or vocational certification, e.g. network engineer (CNE) or Cobol programmer certification.

NEW OR OBSOLETE SKILLS

New skills sought by employers include Windows NT, Internet, , WAN support, communications, client server software development of PC-mainframe interfaces, programming in C, C++, SQL, Powerbuilder, Visual Basic, Java or Cobol, or document management. Employers reported Novell, mainframe and batch programming, VMS, Unix, DOS, and Cobol as obsolete skills (note: skills needs vary by employer).

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Problem solving skills (3.00)
- Knowledge of microcomputer hardware and operating systems (2.90)
- Completion of computer science courses (2.79)
- Ability to use C language applications (2.74)
- Ability to use relational database applications (2.71)
- Ability to write effectively (2.70)
- Scientific programming skills (2.65)
- Ability to use BASIC/VISUAL BASIC (2.59)
- Ability to write, edit, and debug computer programs for business (2.48)
- Knowledge of mainframe hardware and operating systems (2.37)

Personal or Other:

- Ability to work under pressure (2.99)
- Ability to work independently (2.96)

Basic:

- Ability to think logically (3.00)
- Ability to read and follow instructions (3.00)
- Oral communication skills (2.92)
- Basic math skills (2.75)

Language

- **All** employers report preferring fluency in English
- **Few** employers prefer bilingual skills in other languages including Japanese and Korean.

Computer Software Skills:

- **Almost all** (84%) employers seek skills in programming languages, including C++, network, mainframe and Cobol applications, client-server and cross platform skills. **Most** employers also seek database (63%), and **many** spreadsheet (42%), word processing (47%), and **some** (21%) desktop publishing applications skills.

Employer voluntary comments, skills preferences

Technical skills sought include object oriented programming, CNE Certification, knowledge of many computer languages, project management, internet research skills and an understanding of basic philosophical principles. Personal skills preferred include a strong work ethic, integrity, honesty, professionalism, initiative, professional appearance, flexibility, sense of humor & customer interaction skills.

OCCUPATIONAL PROGRESSION

FROM.....TO

Project Leader, Manager, Director
Senior Programmer/Analyst,
Computer Programmer, including Aides

Most (71%) employers promote from this occupation.

OTHER SOURCES

California Occupational Guide: # 81 (1992)

DOT Code:	Title: (rev. 4, 7/93)
030.162-010	Computer Programmer
030.162-018	Programmer, Engineering & Scientific
030.167-010	Chief Computer Programmer
972.382-022	Photo Mask Technician, Electron-Beam

COOKS - RESTAURANT

20 Firms Surveyed with 490 Employees in Occupation. OES: 650260

DESCRIPTION

Restaurant Cooks prepare, season, and cook soups, meats, vegetables, desserts, and other foodstuffs in restaurants. They may order supplies, keep records and accounts, price items on a menu, or plan the menu.

Alternative Titles: Line Cook, Chef, Lead Cook, Sous Chef, Prep. Cook, Cook's Helpers, Bakers.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time:

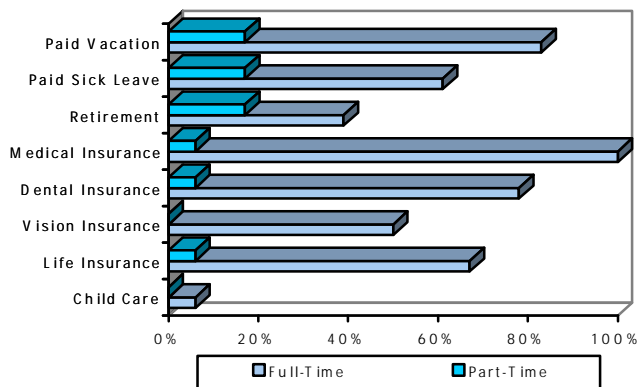
	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$12.00	\$ 6.25
New Hires, Experienced:	\$ 5.50 - \$15.35	\$ 9.10
3+ Yrs. Experience with Firm:	\$ 6.50 - \$18.20	\$ 10.60

Union Wages, Full and Part-Time, and Temporary On-Call Employees

	Range	Median
New Hires, Inexperienced:	\$ 9.25 - \$10.95	\$10.10
New Hires, Experienced:	\$ 9.23 - \$10.95	\$10.10
3+ Yrs. Experience with Firm:	\$ 9.80 - \$12.05	\$10.90

Hours: **Almost all** (90%) surveyed employers are non-union. **Almost all** (87%) employees work full-time and average 41 hours per week. **Few** employees, (11%), almost all non-union, work part-time and average 21 hours per week. **Few** (2%) employees work on a temporary on-call basis and average 15 hours per week.

BENEFITS



Many surveyed employers offer the above eight fringe benefits, including child-care, to full-time employees. In addition, full-time employees are offered disability benefits by a **few** employers. **Few** employers offer the same range of seven fringe benefits to part-time employees, except child care.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (7,400 - 8,230)
% Job Growth:	11.2%
Growth Rate:	Slower than County Average
Job Growth:	830 Total Job Gain
Separations:	1,590 (65.7%)
Total Openings:	2,420 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5812	Eating Places	651
7011	Hotels and Motels	75

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

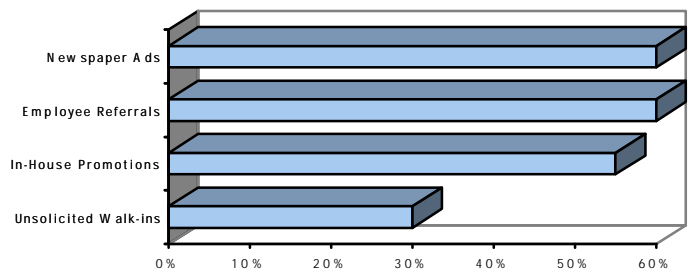
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced, qualified applicants.

Most (70%) employers report past years employment as stable, **some** (30%) employers reported an employment growth trend.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	125	(100%)
New Permanent Positions	22	(18%)
Temporary Positions:	10	(8%)
Promotions:	18	(14%)
Separations:	75	(60%)

RECRUITMENT



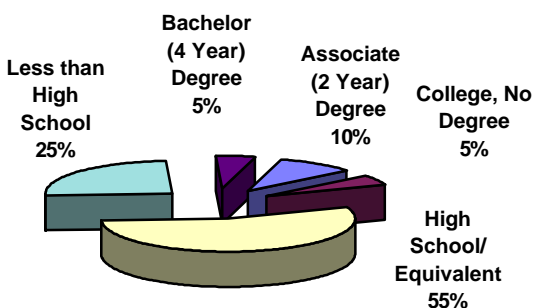
When recruiting for employees, **employers** report primarily using the above top four resources. Additional sources of reported recruitment are public school referrals (20%), private school referrals (20%) and E.D.D. (20%). **Few** (5%) employers used private employment agencies, union halls or trade magazines to recruit employees.

COOKS - RESTAURANT

20 Firms Surveyed with 490 Employees in Occupation

EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (55%) employers report recent new hires have high school graduation or equivalent. **Some** (25%) employers report employees have less than a high school graduation or **few** (10%) report an Associate (2 year) degree. The remaining employers (5%) report employees with either a Bachelor (4 Year) degree or some college, but without a degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many surveyed employers 'always' or 'usually' require from 6 to 48 months of previous experience as either a cook, assistant cook, sous chef, grill cook, baker, kitchen hand or dishwasher. **Most** employers sometimes accept 1 to 36 months of training as a substitute for experience, in areas such as culinary/cooking school graduates, or being a certified cook or chef, or have a food handlers card or have on the job training.

NEW OR OBSOLETE SKILLS

Many employers identified new skills which include cooking specific sauté, baking and nutrition skills, being computer literate, being able to menu cost, maintain quality control, good personal communication skills, customer relations and have 'valuable ideas' skills.

NON-TRADITIONAL EMPLOYMENT STATUS

This is non-traditional occupation for women with 19% females reported in this occupation by employers.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Knowledge of a sanitary work environment (2.87)
- Ability to handle multiple food orders in a timely fashion (2.63)
- Food preparation skills (2.58)

Personal or Other:

- Ability to work under pressure (2.80)

Basic:

- Ability to follow oral instructions (2.88)
- Oral communication skills (2.76)
- Ability to read and follow instructions (2.75)

Physical:

- Ability to stand for 2 or more hours (2.95)
- Ability to work rapidly (2.96)
- Ability to lift at least 30 lbs. repeatedly (2.51)

Language

- **All** employers report preferring fluency in English.
- **Some** employers prefer bilingual skills in Spanish or **few** prefer other language skills in French or Italian.

Computer Software Skills:

- **Some** (20%) employers seek applicants with skills in word processing and spreadsheet applications. **Few** (7%) seek database, desktop publishing and occupation specific 'menu maker' software skills.

Employer voluntary comments, skills preferences

Personal skills requested were ability to work with high volume orders and ability to work under pressure.

OCCUPATIONAL PROGRESSION

FROM.....TO

Assistant Kitchen Manager, Manager
Server, Bread Cook, Second Cook

Cook

Almost all employers (85%) promote from this position.

OTHER SOURCES

California Occupational Guide: # 93 (1990)
Related COGs #331, #366
OOH 1996-97, p.308-11 Service Occupations

DOT Code:

313.281-010
313.361-014
313.361-018
313.361-022
313.361-030
313.381-022
315.381-014
315.381-018
315.381-034

Title: (rev.4, 7/93)

Chef De Froid
Cook (hotel & rest.)
Cook Apprentice
Cook, Garde Manager
Cook, Specialty, Foreign Food
Cook, Barbecue
Cook, Larder
Cook, Railroad
Ice Cream Chef

FOOD PREPARATION WORKERS

15 Firms Surveyed with 641 Employees in Occupation. OES: 650380

DESCRIPTION

Food Preparation Workers perform a variety of food preparation duties, such as preparing cold foods and maintaining and cleaning kitchen work areas, equipment, and utensils. They perform simple tasks such as preparing shellfish or slicing meat. They may brew coffee, tea, or chocolate or prepare sandwiches. They work in such places as a restaurant kitchen or delicatessen.

Alternative Titles: Pantry Worker, Food Service Workers, Preparation Cooks, Concession Attendants.

WAGES/BENEFITS

Note: Surveyed employers reported **almost all** (76%) **non-union** employees were **male** and **most** (69%) **work full-time**. **Almost all** (90%) **females** reported are **union** employees and **most** (71%) **work part-time**.

Non-Union Wages

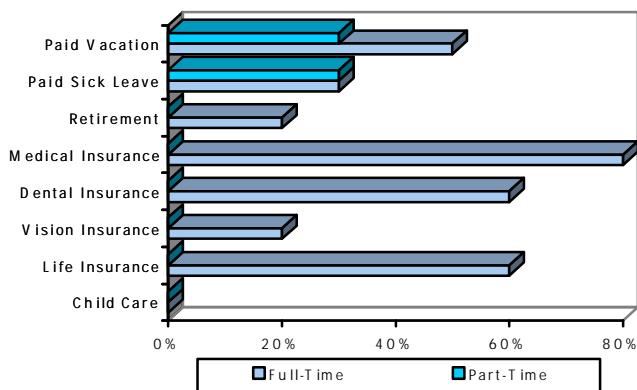
	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$ 5.75	\$ 5.00
New Hires, Experienced:	\$ 4.25 - \$ 6.70	\$ 6.00
3+ Yrs. Experience with Firm:	\$ 5.15 - \$ 9.60	\$ 7.50

Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 7.85 - \$ 8.80	\$ 8.77
New Hires, Experienced:	\$ 7.85 - \$ 8.80	\$ 8.77
3+ Yrs. Experience with Firm:	\$ 9.30 - \$10.20	\$ 10.08

Hours: **Almost all** (79%) surveyed employers are non-union. **Many** (49%) employees work full-time and average 45 hours per week. **Most** (51%) employees work part-time and average 17 hours per week.

BENEFITS



Most surveyed employers offer the above seven fringe benefits, excluding child care, to full-time employees. **Some** employers offer paid vacation and sick leave benefits to part-time employees.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST 1993 - 2000

Size:	Very Large (14,650 - 16,450)
% Job Growth:	12.3%
Growth Rate:	Slower than County Average
Job Growth:	1,800 Total Job Gain
Separations:	3,760 (67.6%)
Total Openings:	5,560 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5812	Eating Places	968
5411	Grocery Stores	161
8211	Elementary and Secondary Schools	156
7011	Hotels and Motels	113

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

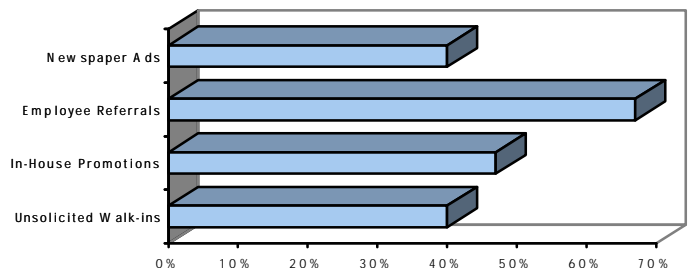
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced qualified applicants.

Many (47%) employers report past years employment trend as stable, and **many** (40%) also reported growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	254	(100%)
New Permanent Positions	70	(28%)
Temporary Positions:	70	(27%)
Promotions:	68	(27%)
Separations:	46	(18%)

RECRUITMENT



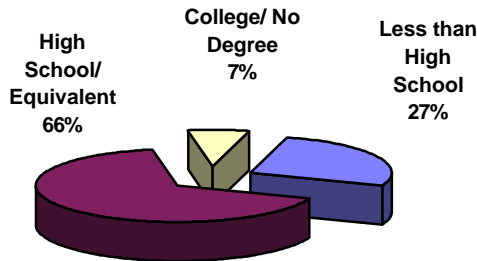
When recruiting for employees, **employers** report primarily using the above four resources. Additional sources reported are public school referrals (13%), EDD (13%) and Regional Occupational Programs (ROPs) (7%).

FOOD PREPARATION WORKERS

15 Firms Surveyed with 641 Employees in Occupation

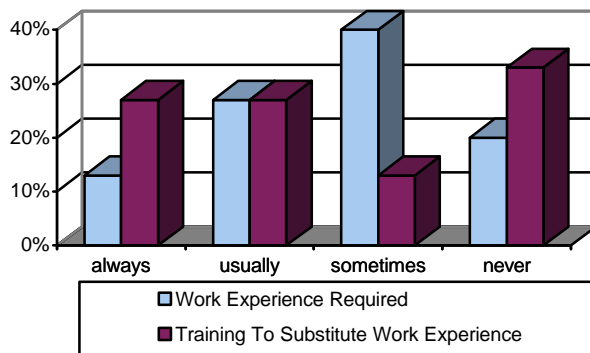
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (66%) employers report recent new hires have high school graduation or equivalent. **Some** (27%) employers report less than high school. The remaining employers report new employees with some college but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many surveyed employers sometimes require employees to have from 1 to 36 months prior work experience in such areas as a food preparation worker, cash handling, kitchen work or food service worker. Employers responses to willingness to accept training as a substitute for work experience were evenly distributed between the above categories.

NEW OR OBSOLETE SKILLS

New skills identified by **many** employers were computer skills, experience with knives, customer service, communication skills and a "can do" attitude. **Few** surveyed employers identified cooking, baking and ability to "make change in head" as obsolete skills.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Knowledge of a sanitary work environment (2.87)
- Ability to handle multiple food orders in a timely fashion (2.63)
- Food preparation skills (2.58)

Personal or Other:

- Ability to work under pressure (2.80)

Basic:

- Ability to follow oral instructions (2.88)
- Oral communication skills (2.76)
- Ability to read and follow instructions (2.75)

Physical:

- Ability to work rapidly (2.96)
- Ability to stand for 2 or more hours (2.95)
- Ability to read and follow instructions (2.75)

Language

- **All** employers report preferring fluency in English.
- **Some** employers prefer bilingual skills in Spanish.

Computer Software Skills:

- Employers surveyed *do not* seek applicants with computer software related skills.

Employer voluntary comments, skills preferences

Employers prefer employees to have culinary skills, and have a clean and neat appearance, plus be open-minded.

OCCUPATIONAL PROGRESSION

FROM.....TO

Hot Food Service Supervisor, Sous Chef, Chef, Manager
Food Sauté & Broil, Line Cook, Baker, Pantry Cook
Food Preparation Worker

All (100%) surveyed employers report promoting from this occupation.

OTHER SOURCES

California Occupational Guide: n.a.
OOH 1996-97, p.311-13 Service Occupations

Below are a sample of the 15 DOT codes covered by this occupation.

DOT Code:

313.687-010
317.384-010
317.664-010
317.684-010
318.687-010
319.484-010

Title:

Cook Helper, Pastry
Salad Maker
Sandwich Maker
Coffee Maker
Kitchen Helper
Food Assembler, Kitchen

FOOD SERVICE MANAGERS

20 Firms Surveyed with 515 Employees in the Occupation OES: 150261

DESCRIPTION

Food service managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Please include Food and Beverage Directors.

Alternative Titles: General/Catering/Clubhouse/Kitchen/Restaurant/Swing Shift/ Bar & Floor/Food & Beverage or General Managers, Chef.

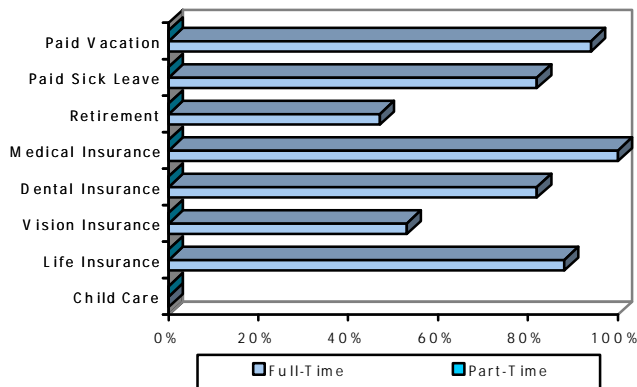
WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 4.45 - \$12.80	\$ 8.63
New Hires, Experienced:	\$ 4.50 - \$17.70	\$ 10.74
3+ Yrs. Experience with Firm:	\$ 5.00 - \$26.65	\$ 14.38

Hours: *Almost all* surveyed employers (95%) are non-union. *Almost all* (97%) employees work full-time and average 50 hours per week. *Few* (3%) part-time employees average 25 hours per week.

BENEFITS



Almost all surveyed employers offer the above seven fringe benefits, excluding child care to full-time employees. Few reported part-time employees do not qualify for benefits.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Medium (2,230 - 2,520)
% Job Growth:	13.0%
Growth Rate:	Slower than Average
Job Growth:	290 Total Job Gain
Separations:	240 (45.3%)
Total Openings:	530 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5812	Eating Places	235

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

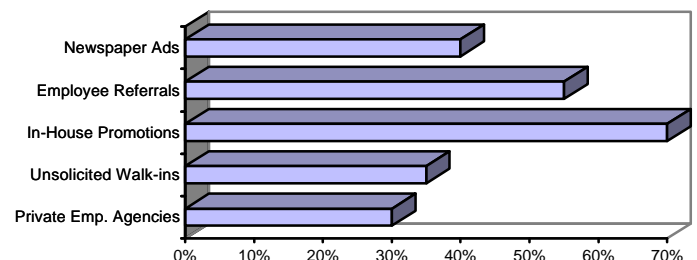
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'somewhat difficult' to find inexperienced qualified applicants.

Most (60%) employers reported growth for the past years employment trend, and *some* (30%) reported the trend as stable.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	148	(100%)
New Permanent Positions	60	(40%)
Temporary Positions:	0	(0%)
Promotions:	31	(21%)
Separations:	57	(39%)

RECRUITMENT



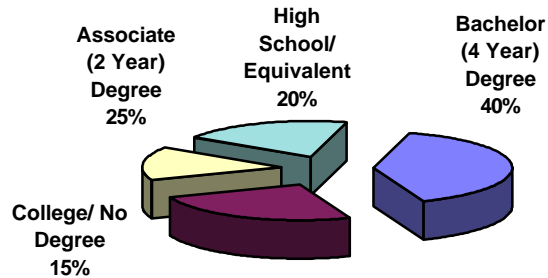
When recruiting for employees, **employers** report primarily using the above top five resources. Additional sources of reported recruitment are public school referrals (10%), EDD (10%), private school referrals (5%) and the Catering Management Association (5%).

FOOD SERVICE MANAGERS

20 Firms Surveyed with 515 Employees in Occupation

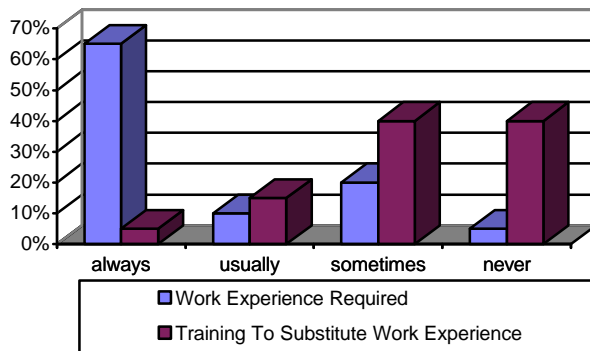
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Many (40%) employers report recent new hires have received a bachelors (4 year) degree and **some** (25%) employers report employees have an associate (2 year) degree or high school (20%), or some college, but no degree (15%).

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers require employees to have from 6 to 48 months work experience in either restaurant/hotel management, line cook, food server, bartender, sales, retail management, or as a manager/supervisor. While **many** employers 'never' accept training to substitute for work experience, **many** employers 'sometimes' and **some** 'usually' will accept training. **Some** employers require food service management or hotel/restaurant degrees or food service training.

NEW OR OBSOLETE SKILLS

The new skills preferred by **most** employers were more technical knowledge, having computer skills and literacy, and human resource and marketing skills.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Supervisory skills (2.89)
- Ability to manage an activity or department (2.82)
- Ability to plan and organize the work of others (2.77)
- Ability to hire and assign personnel (2.73)
- Problem solving skills (2.73)

Personal or Other:

- Ability to work under pressure (2.98)
- Customer Service Skills (2.88)
- Ability to work independently (2.49)

Basic:

- Oral communication skills (2.93)
- Ability to read and follow instructions (2.13)

Physical:

- Ability to stand for 2 or more hours (2.75)

Language

- **Almost all** employers report preferring fluency in English
- **Most** employers prefer bilingual skills in Spanish, and **some** in other languages including Italian.

Computer Software Skills:

- **Most** employers seek applicants with spreadsheet, word processing and database skills. **Few (15%)** employers seek applicants with other (basic knowledge) software and specifically Lotus spreadsheet skills.

Employer voluntary comments, skills preferences

Many employers seek employees with good verbal and social skills and an ability to relate to customers, a friendly personality, creativity, an understanding of hospitality, good personal appearance, good eye-hand coordination and ability to pass a pre-employment drug test.

OCCUPATIONAL PROGRESSION

FROM.....TO

General Manager/District Supervisor/Regional or Corporate Manager
Crew Leader/Shift Manager/Assistant Manager
Food Service Manager

Almost all (83%) surveyed employers promote from this occupation.

OTHER SOURCES

California Occupational Guide: # 503 (1992)
OOH 1996-97, p. 72-4 Exec., Admin., Mang. Occups
Selection below are from 11 DOT codes covered by this occupation.

DOT Code:

185.137-010
187.117-038
187.161-010
187.167-050
187.167-126

Title:

Manager, Fast Food Services
Manager, Hotel or Motel
Executive Chef
Manger, Agricultural Labor Camp
Manager, Liquor Establishment

HAIRDRESSERS, HAIRSTYLISTS AND COSMETOLOGISTS

16 Firms Surveyed with 378 Employees in Occupation. OES: 680050

DESCRIPTION

Hairdressers, Hairstylists, and Cosmetologists provide beauty services for customers, such as suggesting hair styles, cutting and styling hair, treating the scalp, applying make-up, and dressing wigs. Please do not include Shampooers, Manicurists, and Beauty School Instructors.

Alternative Titles: Stylists, Beauticians, Barbers, Color Technician.

WAGES/BENEFITS

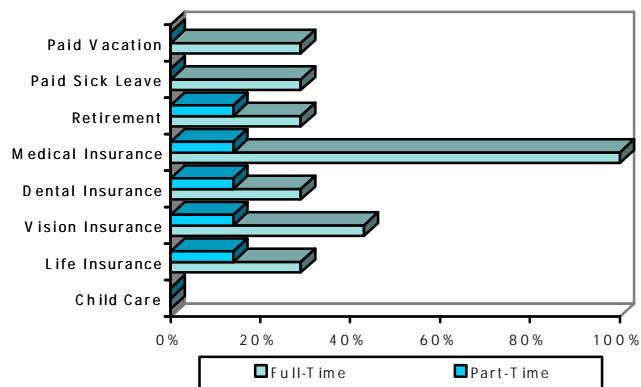
Note: *Some* employers (25%) reported supplementing wages with tips or commissions. The tabulation below gives survey ranges; a single employer may not provide the same high or low combination of wages, tips or commissions as tabulated. Thus, a tabulation of combined compensation is not reported.

Non-Union, Full and Part-Time Wages and Tips/Commissions

	Range	Median
New Hires, Inexperienced:	\$ 4.50 - \$ 9.60	\$ 6.00
Tips/Commissions:	\$ 1.05 - \$23.00	\$ 4.89
New Hires, Experienced:	\$ 4.50 - \$12.50	\$ 6.97
Tips/Commissions:	\$ 1.05 - \$30.70	\$ 8.24
3+ Yrs. Experience with Firm:	\$ 5.00 - \$25.00	\$10.00
Tips/Commissions:	\$ 1.70 - \$33.75	\$13.38

Hours: *Almost all* (94%) of surveyed employers are non-union. *Most* employees (73%) work full-time and average from 31 to 39 hours per week. *Some* employees (27%) work part-time and average 20 hours per week.

BENEFITS



Many surveyed employers offer medical and *some* offer another six benefits, excluding child care to full time employees. Few part-time employees qualify for fringe benefits.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (3,610 - 4,510)
% Job Growth:	24.9%
Growth Rate:	Much Faster than Average
Job Growth:	900 Total Job Gain
Separations:	380 (29.7%)
Total Openings:	1,280 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7231	Beauty Shops	581
5311	Department Stores	303

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

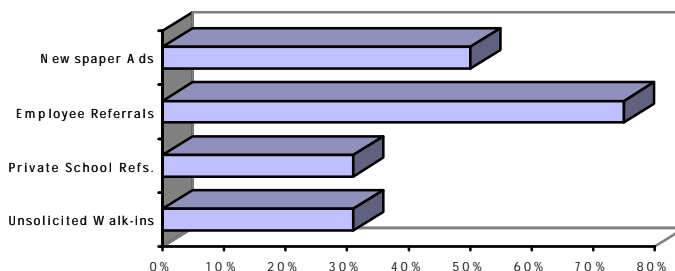
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'somewhat difficult' to find inexperienced qualified applicants.

Most (62%) employers report past years employment trend as stable, *some* employers equally (19%) reported either growth or decline during last year.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	68	(100%)
New Permanent Positions	11	(16%)
Temporary Positions:	3	(4%)
Promotions:	25	(37%)
Separations:	29	(43%)

RECRUITMENT



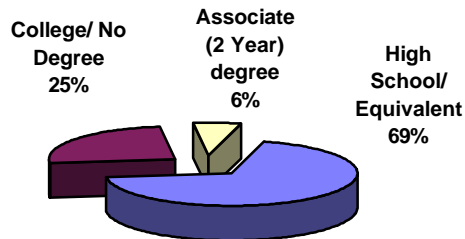
When recruiting for employees, *employers* report primarily using the above top four resources: Additional sources of reported recruitment are in-house promotions or transfers (19%), public school referrals (19%), E.D.D. (13%) or by 'word of mouth' (6%).

HAIRDRESSERS, HAIRSTYLISTS, AND COSMETOLOGISTS

15 Firms Surveyed with 378 Employees in Occupation

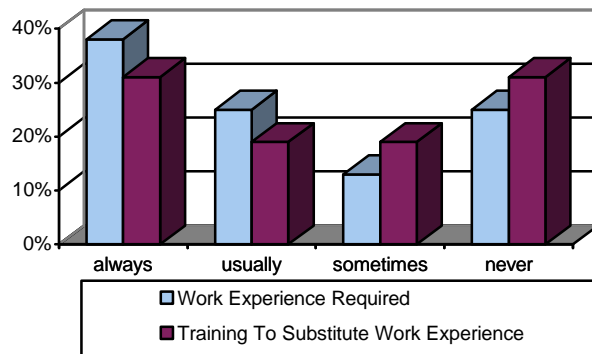
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (69%) employers report recent new hires have received high school graduation or equivalent. **Some** (25%) employers report employees have some college, but no degree. The remaining **few** (6%) employers report employees with an associate (2 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Almost all employers require a state cosmetology license, beauty school or equivalent ('Supercuts') certification, with training ranging from 1 to 24 months. Most employers also require from 6 to 24 months of related hairstylist/model, cosmetologist or barber related experience. Employers responses to willingness to accept training as a substitute for work experience were evenly distributed between the above categories

NEW OR OBSOLETE SKILLS

New skills required by **most** employers were higher standards, an awareness of new styles, (color) techniques, fashion cuts, hair extensions and new devices. **Many** employers reported uni-perms, setting, combing and cutting with straight razors (barbers) as obsolete skills

NON-TRADITIONAL EMPLOYMENT STATUS

This occupation is **non-traditional for men**, with 16% males employed by surveyed employers.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- State of California Cosmetology license (2.96)
- Ability to follow healthy and hygienic practices (2.96)
- Knowledge of chemical use risks and required safety and emergency practices (2.90)
- Ability to use tools, e.g. combs, scissors, razors and clippers to cut hair (2.73)
- Ability to style and set hair, e.g. using rollers, clips, setting lotions and gels (2.67)
- Record keeping of customer hair color formulas and permanent waves (2.50)

Personal or Other:

- A pleasant friendly manner (3.00)
- A clean neat appearance (2.83)
- Ability to work independently (2.69)
- Ability to work under pressure (2.67)

Basic:

- Ability to read and follow instructions (2.79)
- Ability to listen and follow patron's suggestions (2.79)
- Good communication skills, to suggest, advise and explain beauty treatments (2.76)
- Ability to read and write legibly (2.52)

Physical:

- Ability to stand for 2 or more hours (2.80)
- Good eye-hand coordination (2.72)
- Manual dexterity (2.67)
- Good vision (2.66)
- Possession of good color perception (2.66)

Language

- **Almost all** employers report preferring fluency in English.
- **Some** employers prefer bilingual skills in Spanish, and in other languages including Vietnamese and Arabic

Computer Software Skills:

- Few (7%) employers seek applicants with skills in either word processing or desktop publishing.

Employer voluntary comments, skills preferences

Employers seek creativity, a good sense of humor, respect for clients, kindness, honesty, reliability, punctuality, availability and a good attitude.

OCCUPATIONAL PROGRESSION

FROM.....TO

Manager, Artistic Director, Color Director
Assistant Manager, Supply Manager
Hairdresser, Hairstylist, Cosmetologist

Many surveyed employers (50%) promote from this position, an equal number do not promote.

OTHER SOURCES

California Occupational Guide: # 58 (1992) & # 78

DOT Code:
332.271-010
332.271-018

Title:
Cosmetologist
Hair Stylist

HAND PACKERS AND PACKAGERS

16 Firms Surveyed with 220 Employees in Occupation

OES: 989020

DESCRIPTION

Hand Packers and Packagers pack and package by hand a wide variety of products and materials. Please do not include workers whose jobs require more than minimum training.

Alternative Titles: Shipping and Packing/Receiving, Unpacker/Repacker, Foam Packer, Jogger, Bindery.

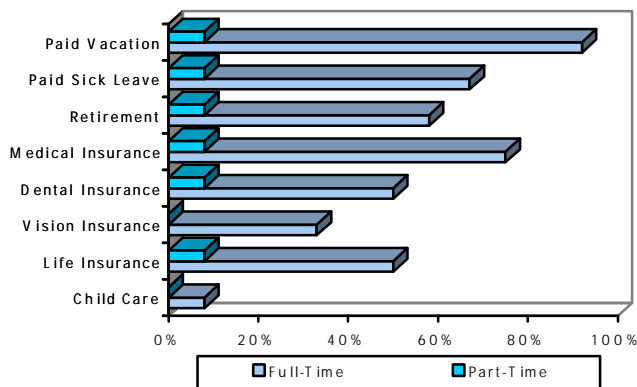
WAGES/BENEFITS

Non-Union Wages, Combined FullPart-Time and On-Call Temporary Workers.

	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$ 7.50	\$ 5.75
New Hires, Experienced:	\$ 4.25- \$ 8.50	\$ 6.00
3+ Yrs. Experience with Firm:	\$ 5.00- \$ 10.50	\$ 7.13

Hours: All surveyed employers (100%) are non-union. **Almost all** employees (84%) work full-time and average 40 hours per week. **Some** employees (14%) work on a temporary on-call basis and also average 40 hours per week. **Few** employees (2%) work part-time and average 24 hours per week.

BENEFITS



Most surveyed employers offer the above eight benefits, including child care, to full-time employees. **Few** part-time employees are reported as qualified for the same benefits, except vision and child care. Fringe benefits for the temporary on call employees were not defined as a separate category in the survey questionnaire.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY

OCCUPATIONAL FORECAST 1993 - 2000

Size:	Very Large (7,950 - 9,310)	
% Job Growth:	17.1%	
Growth Rate:	Faster than County Average	
Job Growth:	1,360 Total Job Gain	
Separations:	1,300	(48.9%)
Total Openings:	2,660	(100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth(i)
7389	Business Services, NEC	290
7363	Help Supply Services	213
7331	Direct Mail Advertising Services	145
2711	Newspapers	85
3089	Plastic Products, NEC	74
3021	Rubber and Plastic Footwear	49

(i) Job growth is forecast for **almost all** (82%) industries employing this occupation. Above are the lead job growth industries with forecasted growth, 1993-2000.

1996 EMPLOYMENT TRENDS

1996 SUPPLY AND DEMAND ASSESSMENT

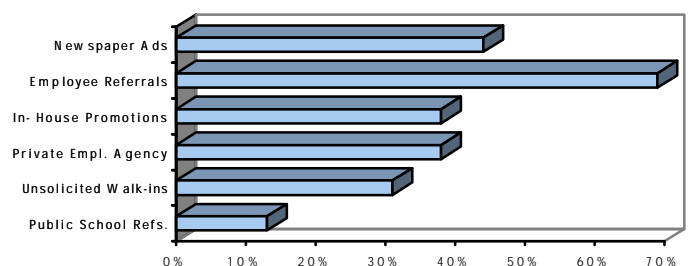
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced qualified applicants.

Many (44%) employers report past years employment trend as stable, another (31%) reported a decline, while **some** (25%) experienced growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	65	(100%)
New Permanent Positions	12	(18%)
Temporary Positions:	11	(17%)
Promotions:	18	(28%)
Separations:	24	(37%)

RECRUITMENT



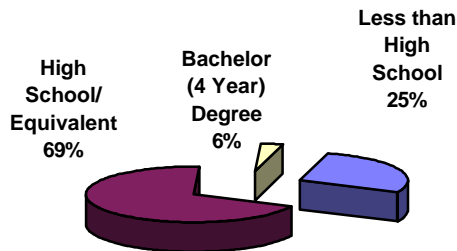
Employers report using primarily the above six recruiting resources. Additional sources reported are private school referrals (6%), E.D.D. (6%) and church groups (6%)

HAND PACKERS AND PACKAGERS

16 Firms Surveyed with 220 Employees in Occupation

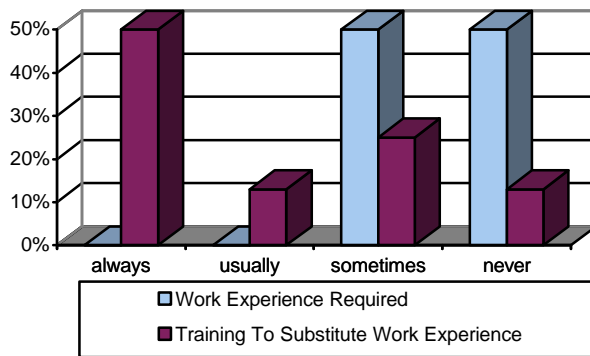
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (69%) employers report recent new hires have received high school graduation or equivalent. **Some** (25%) employers report employees have less than high school graduation. The remaining employers report employees with a bachelor (4 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many surveyed employers will always accept training as a substitute for work experience. Many employers never require work experience. Many employers 'sometimes' require from 2 to 120 months of prior work experience in either packaging, shipping, inspecting, sales or in medical devices industry. Some training, medical device training or need to learn English were other reported requirements.

NEW OR OBSOLETE SKILLS

The new skills identified by **many** employers were computer literacy, inventory and quality control and an ability to speak English. No skills were identified as obsolete.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to follow safe equipment operating practices (2.95)
- Ability to use manual packaging tools and materials (2.59)

Personal or Other:

- Ability to perform routine repetitive work (2.95)
- Dependability (2.88)
- Willingness to work with close supervision (2.66)
- Ability to work independently (2.59)

Basic:

- Ability to read and follow instructions (2.78)
- Ability to write legibly (2.69)
- Oral communication skills (2.61)

Physical:

- Ability to stand for 2 or more hours (2.85)
- Good eye-hand coordination (2.85)

Language

- **Almost all** employers report preferring fluency in English
- **Many** employers prefer bilingual skills in Spanish.

Computer Software Skills:

- **Some** (33%) employers seek applicants with skills in word processing. **Few** employers also seek applicants with Macintosh, Windows or basic data entry skills.

Employer voluntary comments, skills preferences

The ability to work with others is a personal skill sought by few employers of this occupation.

OCCUPATIONAL PROGRESSION

FROM.....TO

Hand Packer
Machine Operator/Tender, Data Entry
Leader, Supervisor

Almost all (75%) employers promote from this position.

OTHER SOURCES

California Occupational Guide: n.a.
OOH 1996-97, p. 461-2 Handlers, Equip. Cleaners, Helpers, & Laborers

Below are a selection of the 52 DOT codes covered by this occupation.

DOT Code:	Title:
525.687-082	Poultry-Dresser Worker
529.687-022	Bulk Filler
794.687-034	Paper Pattern Folder
920.687-130	Packer
929.587-010	Nut-and Bolt Assembler
929.687-058	Bander, Hand

LICENSED VOCATIONAL NURSES

17 Firms Surveyed with 295 Employees in Occupation. OES: 325050

DESCRIPTION

Licensed Vocational Nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions.

Alternative Titles: Charge Nurse, Endocopy Nurse, Nurse, Ortho. Technician, L.V.N.

WAGES/BENEFITS

Non-Union Wages, Full,Part-Time, and Temporary On-Call and Seasonal:

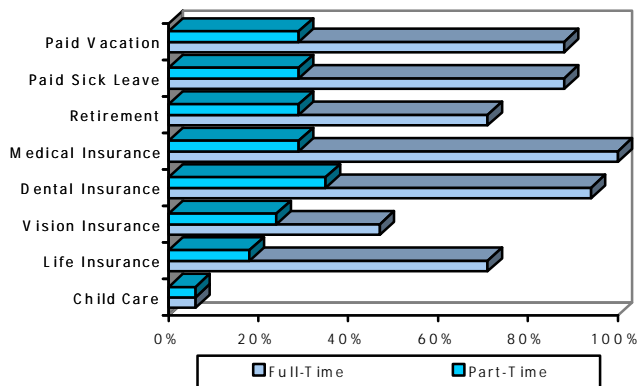
	Range	Median
New Hires, Inexperienced:	\$10.00 - \$15.00	\$ 12.00
New Hires, Experienced:	\$11.50 - \$16.50	\$ 13.50
3+ Yrs. Experience with Firm:	\$12.75 - \$20.00	\$ 14.50

Union Wages, Full and Part-Time

	Range	Median
New Hires, Inexperienced:	\$13.45 - \$13.45	\$13.43
New Hires, Experienced:	\$13.45 - \$15.35	\$14.38
3+ Yrs. Experience with Firm:	\$18.20 - \$19.20	\$18.70

Hours: *Almost all* surveyed employers (88%) are non-union. *Almost all* (union) employees (90%) and *most* (61%) non-union employees work full-time and average 40 hours per week. *Some* (20%) of all reported employees work part-time and average 22 hours per week. The total remaining employees, 13% work on a temporary on-call 40 hour per week basis, and 2% on a seasonal basis, averaging 8 hours per week.

BENEFITS



Almost all employers offer above eight benefits, including child care, to full-time employees. *Many* employers offer part-time employees equivalent benefits.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (3,550 - 4,080)
% Job Growth:	14.9%
Growth Rate:	County Average
Job Growth:	530 Total Job Gain
Separations:	380 (42.0%)
Total Openings:	910 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7363	Help Supply Services	113
8051	Skilled Nursing Care Facilities	84
8082	Home Health Care Services	80
8011	Offices & Clinics of Medical Doctor	71
8062	General Medical & Surgical Hospital	9

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

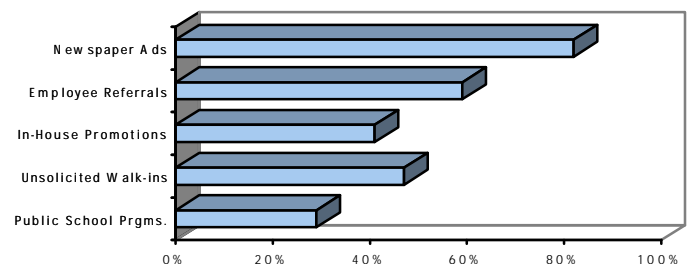
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced applicants.

Most (59%) employers report past years employment trend as stable, another (35%) reported growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	40	(100%)
New Permanent Positions	11	(27%)
Temporary Positions:	4	(10%)
Promotions:	7	(18%)
Separations:	18	(45%)

RECRUITMENT



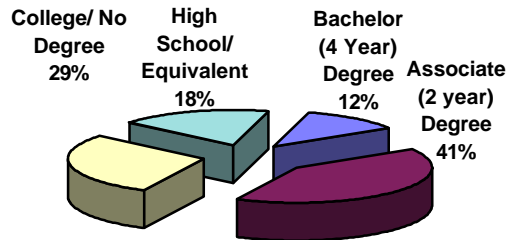
Above top five resources are used by **employers** to recruit new employees. Additional sources of reported recruitment are private employment agencies (12%), E.D.D. (12%), private school referrals (6%) and 'word of mouth' (6%).

LICENSED VOCATIONAL NURSES

15 Firms Surveyed with 295 Employees in Occupation

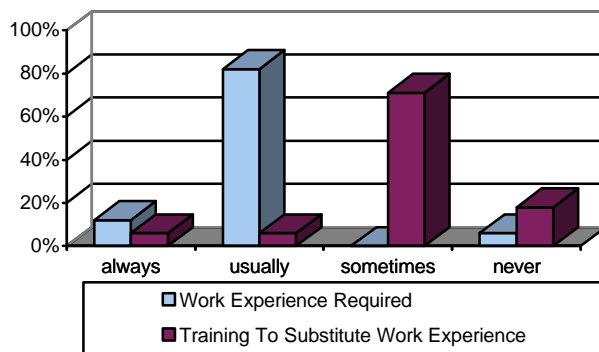
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Many (41%) employers report recent new hires have an Associate (2 year) degree. **Some** (29%) employers report employees have some college but no degree. The remaining employers report employees with either (12%) a Bachelors (4 year) degree, or (18%) have high school graduation or equivalent.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Almost all employers surveyed usually require employees to have from 8 to 36 months of work experience as a L.V.N., hospital/medical office nurse, long term care or equivalent. **Most** employers require from 1 to 24 months of training for either a state of California L.V.N. license, I.V. and C.P.R. certification or certification as a student nurse. Most employers sometimes will accept training as a substitute for work experience.

NEW OR OBSOLETE SKILLS

New skills requested by **most** employers were computer literacy, minimum data set (MDS), ability to care for sicker and fragile patients, care planning, youth health assessment and infectious diseases management skills. **Few** employers reported plaster casting and manual recording as obsolete skills.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for men with 8% male employees in occupation reported by surveyed employers.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry
Technical:

- Knowledge of medical terminology (3.00)
- Ability to detect complications in patient (2.93)
- Ability to administer injections (2.91)
- Ability to provide personal services to patients (2.76)
- Record keeping skills (2.74)
- Ability to take vital signs (2.72)
- Understanding asepsis (2.35)

Personal or Other:

- Ability to pay attention to detail (3.00)
- Ability to work independently (2.98)
- Ability to handle crisis situations (2.93)
- Ability to read and comprehend information quickly (2.79)
- Willingness to work with close supervision (2.59)

Basic:

- Oral communications skills (2.97)
- Ability to read and follow instructions (2.94)
- Ability to write legibly (2.78)
- Basic math skills (2.39)

Physical:

- Ability to be active on feet for 4 hours or more at a time (2.67)

Language

- **All** employers report preferring fluency in English
- **Mostly** employers prefer bilingual skills in Spanish, and **few** in other languages including Korean & Vietnamese.

Computer Software Skills:

- **Many** (50%) employers seek applicants with database skills, **some** (25%) also seek spreadsheet, word processing skills and MediTech system software skills.

Employer voluntary comments, skills preferences

Employers seek specialty specific skills & management skills, also personal skills including care for elderly, patience, determination, a sense of humor, a neat appearance, ability to learn and 'work well' with co-workers.

OCCUPATIONAL PROGRESSION

FROM.....TO

Registered Nurse, Supervisor/Manager
Surgery Scheduling, Unit Managers
Licensed Vocational Nurse

Many (47%) employers promote from this position, the remaining surveyed employers do not promote.

OTHER SOURCES

California Occupational Guide: #313 (1992)
Related COGs # 29, # 117, # 442, # 451, # 454,
508, # 525, # 535

OOH 1996-97, p. 208-9: Technicians & Rel. Occups.

DOT Code:
079.374-014

Title:
Nurse, Licensed Practical

MACHINISTS

16 Firms Surveyed with 427 Employees in Occupation. OES: 891080

DESCRIPTION

Machinists set up and operate machine tools and fit and assemble parts to make or repair metal parts, mechanisms, tools or machines by applying their knowledge of mechanics, shop mathematics, metal properties, and layout machining procedures. They study specifications such as blueprints, sketches, or descriptions of parts to be replaced, and they plan sequences of operations.

Alternative Titles: CNC/Brake/Steering/Layout/Set-Up /Journeyman Machinists, Lathe Operator, Mechanics.

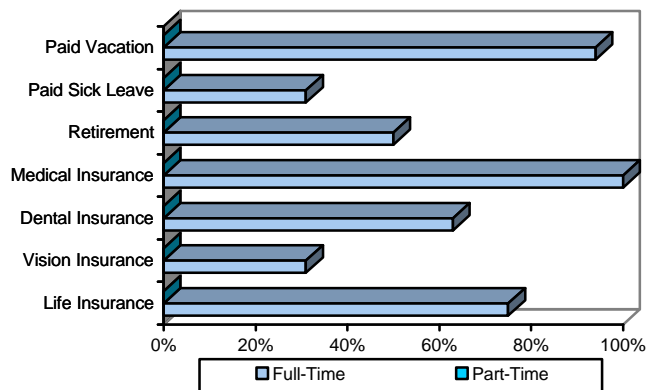
WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.25 - \$ 8.00	\$ 6.28
New Hires, Experienced:	\$ 7.25- \$19.00	\$ 11.50
3+ Yrs. Experience with Firm:	\$10.00- \$24.00	\$ 13.59

Hours: *Almost all* surveyed employers (94%) are non-union. *All* employees reported (100%) work full-time and average 44 hours per week

BENEFITS



Surveyed employers identified the above seven benefits, excluding child care, offered to full-time employees. In addition *few* surveyed employers provide Credit Union benefits.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (4,720 - 4,720)
% Job Growth:	0.0%
Growth Rate:	Slower than County Average
Job Growth:	0 Total Job Gain
Separations:	710 (100 %)
Total Openings:	710 (100 %)

EMPLOYMENT FORECAST 1993-2000 Continued

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth(i)
7699	Repair Services, NEC	65
7363	Help Supply Services	43
5013	Motor Vehicle Supplies & New Parts	12
3452	Bolts, Nuts, Rivets, & Washers	11
5072	Hardware	8

(i) Job growth is forecast for *many* (42%) industries employing this occupation. Above are the lead job growth industries within the sector with forecasted growth, 1993-2000.

1996 EMPLOYMENT TRENDS

1996 SUPPLY AND DEMAND ASSESSMENT

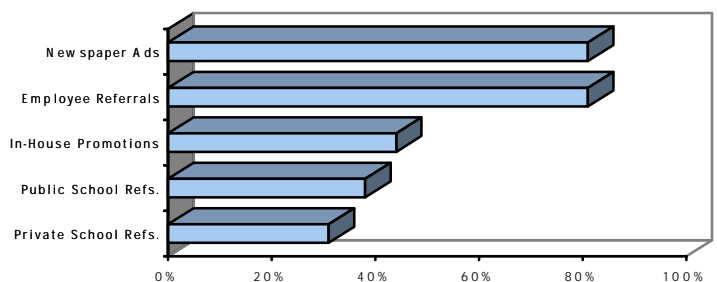
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced, qualified applicants.

Equal (50%) numbers of employers report growth for the past years employment, or report the trend as stable. These divided reports are consistent with the above 1993-2000 industry forecast.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	128	(100%)
New Permanent Positions	66	(52%)
Temporary Positions:	0	(0%)
Promotions:	17	(13%)
Separations:	45	(35%)

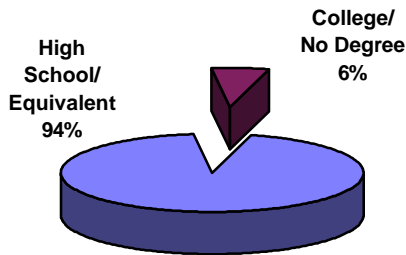
RECRUITMENT



When recruiting for employees, **employers** report primarily using the above top five resources. Additional sources of reported recruitment are unsolicited walk-ins (25%), EDD (25%), Private Employment Agencies (19%) and Temporary Employment Agencies (6%).

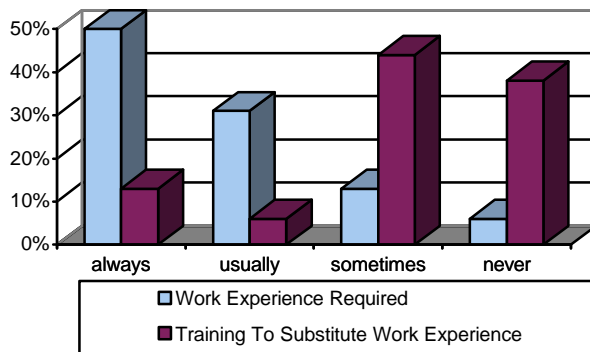
EMPLOYER REQUIREMENTS

EMPLOYEE EDUCATION & TRAINING



Almost all (94%) employers report recent new hires have high school graduation or equivalent **Few** (6%) employers report employees have some college but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers always require employees to have work experience. **Some** employers will always accept training to substitute for experience. Work experience is sought as several forms of machinist including general, CNC, layout, lathe, metal, mold making, programming and planning. Required work experience ranges from 6 to 66 months. Required certification includes CNC, National Tool Machinists Assoc., machine technology program or specific trade school training.

NEW OR OBSOLETE SKILLS

New skills identified by **most** employers were better shop math skills, computer literacy, CNC, knowledge of program logic and machines and setups. **Few** surveyed employers identified manual labor and hand drafting as obsolete skills.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for women, with surveyed employers reporting 13% females employed in the occupation.

EMPLOYER REQUIREMENTS continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to use precision tools (2.94)
- Ability to use hand tools (2.68)
- Ability to operate numerically controlled (NC) machines (2.66)
- Ability to read blueprints (2.51)
- Shop math skills (2.51)

Personal or Other:

- Ability to work independently (3.00)
- Willingness to work with close supervision (2.54)

Basic:

- Ability to read and follow instructions (2.70)
- Oral communication skills (2.55)

Physical:

- Ability to perform precision work (2.89)
- Ability to stand continuously for 2 or more hours (2.73)

Language

- **All** employers report preferring fluency in English
- **Some** employers prefer bilingual skills in Spanish, and **few** in other languages including Vietnamese.

Computer Software Skills:

- **Most** (57%) employers seek applicants with skills in word processing, **Almost all** (75%) employers also seek basic computer language knowledge or occupation specific FANUC control software or CNC language skills.

Employer voluntary comments, skills preferences

Few employers requested CTT software knowledge, others prefer a physical exam. Most employers seek personal skills, including eagerness to learn and work, good attendance, and good character.

OCCUPATIONAL PROGRESSION

FROM.....TO

Machine Shop Sup./Plant Foreman/Manager
Lead Person/Foreman/CAD Machinist
Machinist

Almost all employers (75%) promote from this position.

OTHER SOURCES

California Occupational Guide: # 9 (1995)
Related COGs #15, #49, #84, #112, #497, #501, #548
OOH 1996-97, p. 410-12 Production Occupations

DOT Code:	Title:
600.260-022	Machinist, Experimental
600.280-022	Machinist
600.280-026	Machinist Apprentice
600.280-030	Machinist Apprentice, Automotive
600.380-010	Fixture Maker
600.280-042	Maintenance Machinist
714.281-018	Machinist, Motion Picture Equipment

MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

17 Firms Surveyed with 146 Employees in Occupation. OES: 329020

DESCRIPTION

Medical and Clinical Laboratory Technologists perform a wide range of complex procedures in the general areas of the clinical laboratory or perform specialized procedures in such areas as cytology, histology, and microbiology. Their duties may include supervising and coordinating activities of workers engaged in laboratory testing. Please include workers who teach medical technology when teaching is not their primary activity.

Alternative Titles: Lead Technologists, Laboratory Aides/Assistants.

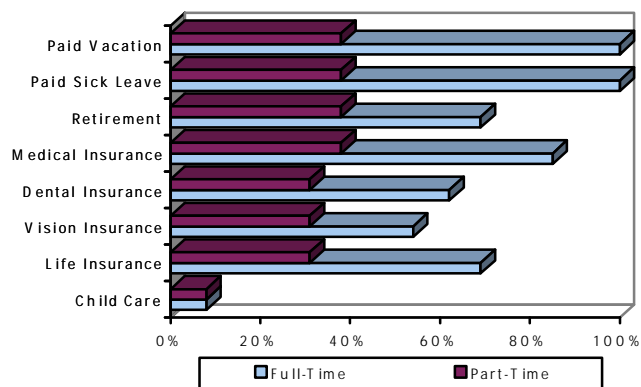
WAGES/BENEFITS

Non-Union Wages Full, Part-Time and Temporary On-Call Employees

	Range	Median
New Hires, Inexperienced:	\$ 7.25 - \$18.25	\$ 13.00
New Hires, Experienced:	\$ 7.00 - \$25.00	\$ 18.00
3+ Yrs. Experience with Firm:	\$ 9.00 - \$28.75	\$ 20.00

Hours: All surveyed employers (100%) are non-union. **Employers** report **most** employees (66%) work full-time and average from 25 to 40 hours per week. **Some** (31%) employees work part-time and average 23 hours per week. Few (3%) work on an on-call basis and average 40 hours per week. **Note:** Some (34%) reported employees work part-time or on an on-call basis. This may or may not be representative of this occupation.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits to full-time and part-time employees. Child care is included in the above offered benefits to full and part-time employees.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (1,650 - 1,790)
% Job Growth:	8.5%
Growth Rate:	Slower than County Average
Job Growth:	140 Total Job Gain
Separations:	180 (56.3%)
Total Openings:	320 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8071	Medical Laboratories	108
8062	Gen.Medical and Surgical Hospital	20
8011	Offices & Clinics of Medical Doctor	11

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

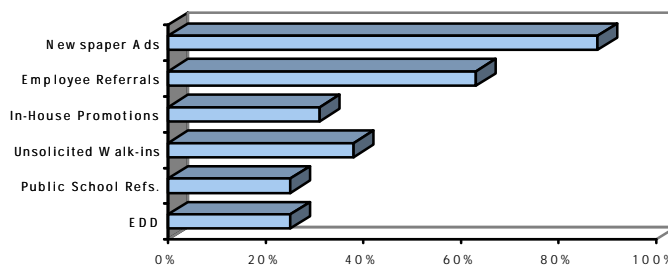
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced, qualified applicants.

Many (41%) employers report past years employment trend as stable, **some** (29%) reported growth, while **some** (29%) reported a decline.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	14	(100%)
New Permanent Positions	7	(50%)
Temporary Positions:	1	(7%)
Promotions:	2	(14%)
Separations:	4	(29%)

RECRUITMENT



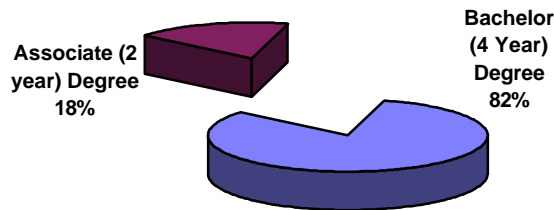
When recruiting for employees, **employers** report primarily using the above top six resources. An additional source of reported recruitment is private school referrals (13%).

MEDICAL AND CLINICAL LABORATORY TECHNOLOGISTS

15 Firms Surveyed with 146 Employees in Occupation

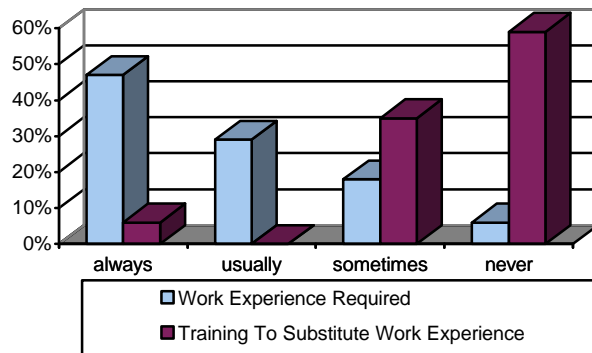
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Almost all (82%) employers report recent new hires have a bachelor (4 year) degree. **Some** (18%) employers report new hires have an Associate (2 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most employers never substitute work experience for training. Required certification or training ranges from 6 to 30 months and includes gaining a California Medical Technology License or ASCP license, or histology training. **Most** employers usually or always require work experience, ranging from 6 to 60 months. Required work experience should be as medical technologist or a laboratory assistant, or lead technologist, or junior technician, or clinical laboratory technician, including histology.

NEW OR OBSOLETE SKILLS

Most employers seek the following new skills; cross-training in related fields, computer literacy, analyzer maintenance, knowledge of new tests and trouble shooting on machines. Obsolete skills were not reported.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to operate precision laboratory equipment (2.97)
- Ability to follow laboratory procedures (2.97)
- Record keeping skills (2.69)
- Knowledge of medical technology (2.66)
- Ability to apply sterilization techniques (2.64)
- Knowledge of chemistry (2.60)
- Blood drawing skills (2.51)

Personal or Other:

- Ability to pay attention to detail (3.00)
- Ability to work under pressure (2.91)
- Ability to work independently (2.81)
- Willingness to work with close supervision (2.46)

Basic:

- Ability to follow oral instructions (2.97)
- Ability to write legibly (2.72)
- Oral communication skills (2.66)

Physical:

- Ability to concentrate for long period of time (2.76)
- Good vision (2.65)
- Manual dexterity (2.60)
- Possession of good color perception (2.52)

Language

- **All** (100%) employers report preferring fluency in English.
- **Some** (11%) employers prefer bilingual skills in Spanish and a few prefer skills in other Asian languages

Computer Software Skills:

- **Many** (38%) employers seek applicants with word processing and database skills. Many (50%) also seek **other** specialized applications skills, e.g. Meditech System, Lab. specific applications and data entry.

Employer voluntary comments, skills preferences

Employers seek employees with flexibility, a sense of team work, ability to troubleshoot and logical thinking capacity.

OCCUPATIONAL PROGRESSION

FROM.....TO

Medical/Clinical Technologists
Supervisor, Senior Lab. Assistant
Administrator/Manager

Most (75%) employers promote from this occupation, while **some** (25%) employers do not promote.

OTHER SOURCES

California Occupational Guide: # 17 (1996)
Related C.O.G.s #168, # 201

DOT Code:

078.261-010
078.261-014
078.261-030
078.261-038
078.281-010

Title:

Biochemistry Technologist
Microbiology Technologist
Histotechnologist
Medical Technologist
Cytotechnologist

PLASTIC MOLDING AND CASTING MACHINE OPERATORS AND TENDERS

15 Firms Surveyed with 411 Employees in Occupation. OES: 919050

DESCRIPTION

Plastic Molding and Casting Machine Operators and Tenders operate or tend plastic molding machines, such as compression or injection molding machines, to mold, form, or cast plastic products to specified shape from thermoplastic materials. Please do not include workers who set up the machines.

Alternative Titles: Injection/ Forming/ Molding Machine Operators, Line Mechanics, Set-Up Persons.

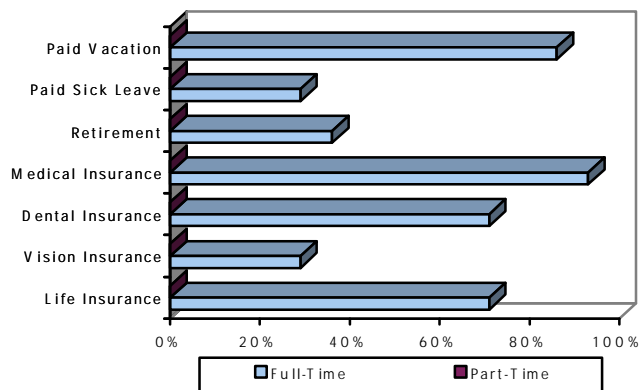
WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$10.00	\$ 5.25
New Hires, Experienced:	\$ 4.25 - \$12.00	\$ 6.00
3+ Yrs. Experience with Firm:	\$ 5.00 - \$14.70	\$ 6.80

Hours: **Almost all** surveyed employers (93%) are non-union. **Almost all** employees (97%) work full-time and average 40 hours per week. **Few** (3%) employees are on a temporary on-call basis and average 32 hours per week.

BENEFITS



Almost all surveyed employers offer the above seven benefits to full-time employees, which exclude child care. Additional fringe benefits offered by few employers to full-time employees include credit union membership, disability benefits and profit sharing. No part-time employees were reported by surveyed employers.

EMPLOYMENT TRENDS 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Large (1,510 - 1,630)
% Job Growth:	7.9%
Growth Rate:	Slower than County Average
Job Growth:	120 Total Job Gain
Separations:	290 (70.7%)
Total Openings:	410 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
3089	Plastic Products, NEC (Excludes Plastic Machine Setter)	107

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

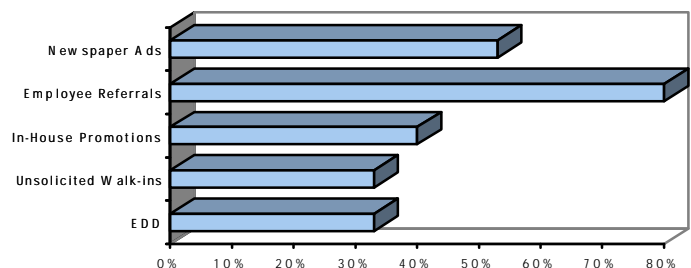
Employers report it is 'a little difficult' to both find experienced applicants who meet their hiring standards, and to find inexperienced qualified applicants.

Many (47%) employers report past years employment trend as stable. **Some** (27%) reported growth, and **some** (27%) reported an employment decline.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	161	(100%)
New Permanent Positions	51	(31%)
Temporary Positions:	25	(16%)
Promotions:	11	(7%)
Separations:	74	(46%)

RECRUITMENT



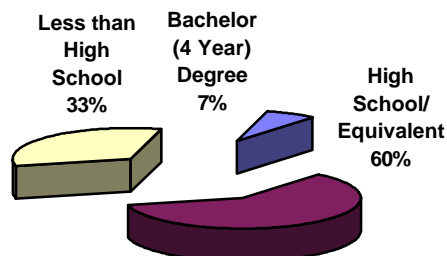
When recruiting for employees, **employers** report primarily using the above top five resources. Additional resources of recruitment are private employment agencies (20%) and public school referrals (7%).

PLASTIC MOLDING AND CASTING MACHINE OPERATORS AND TENDERS

15 Firms Surveyed with 411 Employees in Occupation

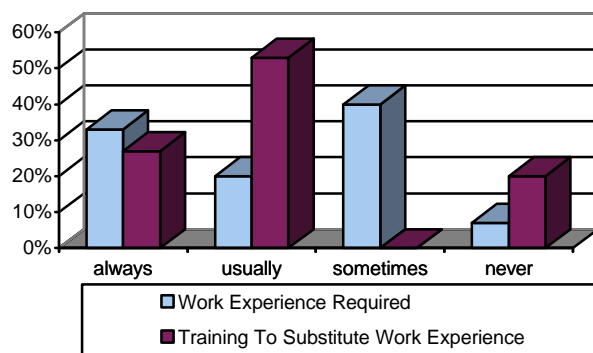
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most employers (60%) report recent new hires have received high school graduation or equivalent. **Some** employers (33%) report new hires have less than high school. **Few** (7%) employers report new hires have an Bachelor (4 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most employers sometimes accept training to substitute for work experience. Required training or certification ranged from 1 to 60 months, included ability to read prints, make measurements, legal work status and a knowledge of hydraulics. **Most** employers require from 5 to 60 months of work experience as either an inspector, adjuster or machine operator, including plastic injection/molding or blow mold mechanics.

NEW OR OBSOLETE SKILLS

Many employers seek new skills, including computer literacy, ability to troubleshoot equipment, ability to manage operations via computer, quality insurance inspection and good math skills.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS Ranked 0-3, indicating level of importance for job entry

Technical:

- Knowledge of safe equipment operating practices (2.61)
- Knowledge of injection molding (1.96)
- Possess mechanical aptitude (1.91)

Personal or Other:

- Ability to work independently (2.32)

Basic:

- Ability read and follow instructions (2.69)
- Ability to write legibly (2.16)

Physical:

- Ability to stand for prolonged periods (2.64)
- Good eye-hand coordination (2.44)
- Manual dexterity (2.25)

Language

- **All** (100%) employers report preferring fluency in English.
- **Many** employers prefer bilingual skills in Spanish.

Computer Software Skills:

- **Many** (50%) employers seek applicants with database applications skills and **all** (100%) seek **other** specialized applications, e.g. statistical process control, data entry and manufacturer's specialized applications.

Employer voluntary comments, skills preferences

Prospective employees must have legal work status, be drug free, have common sense, have a self-starter attitude, have reliable transportation, be punctual, a willingness to work any shift, and be able to lift 40 -60 lbs.

OCCUPATIONAL PROGRESSION

FROM.....TO

Foreman, Supervisor
Lead/Mold Operator, Process Tech., Shift Supervisor
Plastic Molding/Casting M.O. & Tenders

All (100%) surveyed employers promote from this position.

OTHER SOURCES

California Occupational Guide: # 548 (1990)

DOT Code:	Title:
556.385-010	Centrifugal Casting Machine Tender
556.665-010	Cake-Press Operator
556.665-014	Currugator Operator
556.665-018	Molder, Pipe Covering
556.685-022	Compression-Molding-Machine Tender
556.685-038	Injection-Molding-Machine Tender
556.685-082	Vacuum-Plastic-Forming-Machine Operator
556.685-086	Blow-Molding -Machine Tender
556.685-090	Centrifugal-Casting-Machine Tender
690.685-090	Contact-Lens Molder

PRODUCTION INSPECTORS, TESTERS, GRADERS, SORTERS, SAMPLERS, AND WEIGHERS

16 Firms Surveyed with 227 Employees in Occupation. OES: 830050

DESCRIPTION

Production Inspectors, Testers, Graders, Sorters, Samplers, and Weighers inspect, test, grade, sort, sample, or weigh non-agricultural raw materials or processed, machined, fabricated or assembled parts or products. Work may be performed before, during, or after processing.

Alternative Titles: Order/Finished Goods Inspectors, Quality Control/Assurance Inspectors, Production Assistants, Inspectors, Bin Attendants.

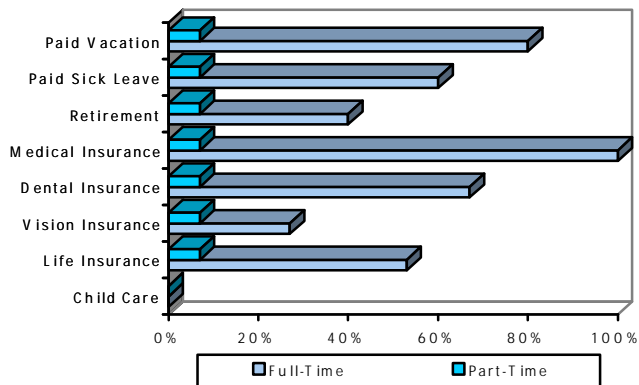
WAGES/BENEFITS

Non-Union Wages, Combined Full and Part-Time:

	Range	Median
New Hires, Inexperienced:	\$ 4.75 - \$ 8.60	\$ 6.05
New Hires, Experienced:	\$ 4.75 - \$17.00	\$ 8.00
3+ Yrs. Experience with Firm:	\$ 5.25 - \$19.50	\$ 9.00

Hours: All surveyed employers (100%) are non-union and **almost all** employees (89%) work full-time and average 42 hours per week. **Some** employees (11%) work part-time and average 30 hours per week.

BENEFITS



Almost all surveyed employers offer the above seven fringe benefits, excluding child care, to full-time employees. **Few** employers offer equivalent benefits to part-time employees. In addition, few full-time employees are offered a 401K plan or receive a performance bonus.

EMPLOYMENT FORECAST 1993-2000

OCCUPATIONAL FORECAST

Size:	Large (4,410 - 4,670)
% Job Growth:	5.9%
Growth Rate:	Slower than County Average
Job Growth:	260 Total Job Gain
Separations:	670 (72.0%)
Total Openings:	930 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth(i)
7363	Help Supply Agencies	337
7361	Employment Agencies	91
7379	Computer Related Services, NEC	27
5093	Scrap and Waste Materials	20

(i) Growth is forecast 1993-2000 for **many** (45%) of the industries employing this occupation. Above are the lead job growth industries which employ this occupation.

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

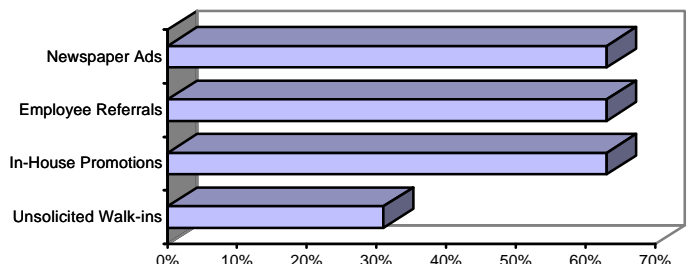
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced, qualified applicants.

Most (63%) employers report a growth trend for the past years employment, **some** (31%) employers report the trend as stable.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	66	(100%)
New Permanent Positions	26	(39%)
Temporary Positions:	0	(0%)
Promotions:	25	(38%)
Separations:	15	(23%)

RECRUITMENT



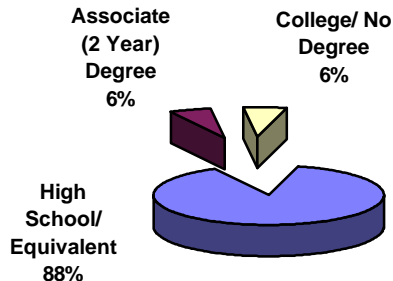
When recruiting for employees, **employers** report primarily using the above top four resources. Additional resources reported are private employment agencies (25%), public school referrals (25%), EDD (25%), and private school referrals (13%).

PRODUCTION INSPECTORS, TESTERS, GRADERS, SORTERS, SAMPLERS, AND WEIGHERS

16 Firms Surveyed with 227 Employees in Occupation

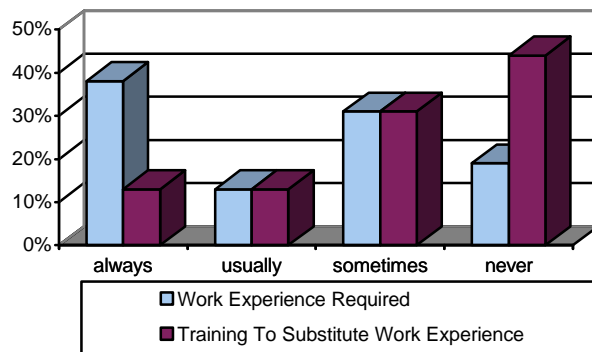
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Almost all (88%) employers report recent new hires have high school graduation or equivalent. **Few** (6%) employers report employees have either an Associate (2 Year) degree or some college but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers never will accept training as a substitute for experience. However, **some** employers will sometimes accept training or work experience. **Many** employers require work experience in areas such as inspector/ tester/assembler (circuit boards, geometric tolerances, metals, electronics, lamination), or quality control or production. Required experience ranges from 3 to 60 months. Few employers require knowledge of college machine shop and milling standards and use of blue prints, and also require some in-house training.

NEW OR OBSOLETE SKILLS

Most employers reported a need for several new skills, including computer literacy, automation, a knowledge of geometrical toleration, computer technology, math and having organizational and problem solving skills.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to operate inspection equipment (2.38)
- Ability to operate electrical testing equipment (2.01)
- Ability to use precision tools (1.97)

Personal or Other:

- Willingness to work nights, weekends, and holidays (2.81)
- Ability to work independently (2.30)
- Willingness to work with close supervision (2.01)

Basic:

- Ability to read and follow instructions (2.84)
- Ability to write legibly (2.45)
- Basic math skills (2.41)
- Oral communication skills (2.20)

Physical:

- Good Vision (2.88)

Language

- **All** employers report preferring fluency in English.
- **Almost all** employers prefer bilingual skills in Spanish, and **few** in other languages including Vietnamese, Filipino-Tagalog, Chinese-Cantonese and Latin.

Computer Software Skills:

- **Many** (50%) employers seek applicants with word processing and database skills, and **some** (17%) seek spreadsheet and other specialized application skills.

Employer voluntary comments, skills preferences

Skills **many** employers seek include ability to identify scrap metal, and several personal skills, self-motivation, enthusiasm, ability to interact with others, a good personal appearance and attendance.

OCCUPATIONAL PROGRESSION

FROM.....TO

Lead/Supervisor Production, Manager
Production Clerk, Quality Assurance Tech., Order Puller
Production Inspectors, Testers, Graders, Sorters,.....

Almost all(88%) employers promote from this position.

OTHER SOURCES

California Occupational Guide: n.a.
OOH 1996-97, p.406-7 Production Occupations
Occupational Outlook Handbook, 1996-97 p. 397-398.
Below is a selection of the numerous **635** DOT codes covered by this occupation.

DOT Code:	Title:
520.487-018	Pantry Worker
559.567-014	Weigher and Grader
559.687-074	Inspector and Hand Packager
726.684-102	Tester, Semiconductor Wafers
750.687-014	Tire Balancer

PROPERTY AND REAL ESTATE MANAGERS AND ADMINISTRATORS

17 Firms Surveyed with 143 Employees in Occupation. OES: 150110

DESCRIPTION

Property & Real Estate Managers and Administrators plan, organize, direct, control, or coordinate real estate property management, purchase, sales and leasing activities. Their work involves management of buildings or properties, management of real estate buying and selling activities for clients or employers, and management of rented or leased housing units, buildings, or land (including rights-of-way). Please do not include workers whose duties are not primarily managerial or who are engaged primarily in buying or selling of real estate.

Alternative Titles: Asset/Building/Sales/Branch/Regional/General/Leasing Managers.

WAGES/BENEFITS

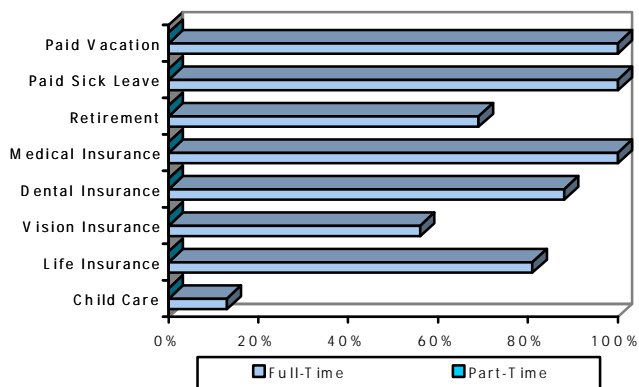
Note: Some (18%) surveyed employers supplement wages with tips/commissions. The tabulation below gives surveyed ranges; a single employer may not provide the same low or high combination of wages, tips, or commissions as tabulated.

Non-Union Wages, Tips and Commissions:

	Range	Median
New Hires, Inexperienced:	\$ 7.65 - \$12.00	\$ 9.59
Tips/Commissions	\$ 0.00 - \$ 0.00	\$ 0.00
New Hires, Experienced:	\$ 9.85 - \$34.10	\$ 16.11
Tips/Commissions:	\$ 2.40 - \$ 9.60	\$ 2.42
3+ Yrs. Experience with Firm:	\$13.15 - \$42.60	\$ 23.01
Tips/Commissions:	\$ 2.40 - \$ 9.60	\$ 3.45

Hours: **All** (100%) surveyed employers are non-union. **Almost all** (98%) employees work full-time and average 47 hours per week. **Few** (2%) part-time employees reported average 30 hours per week.

BENEFITS



Almost all surveyed employers offer the above eight benefits to full-time employees, including child care. **Few** part-time employees reported did not receive fringe benefits.

EMPLOYMENT FORECASTS 1993-2000

OCCUPATIONAL FORECAST

Size:	Large (3,360 - 3,730)
% Job Growth:	11.0%
Growth Rate:	Slower than County Average
Job Growth:	370 Total Job Gain
Separations:	280 (43.1%)
Total Openings:	650 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
6531	Real Estate Managers & Operators	241
6513	Apartment Building Operators	61
6552	Subdividers and Developers, NEC	20

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

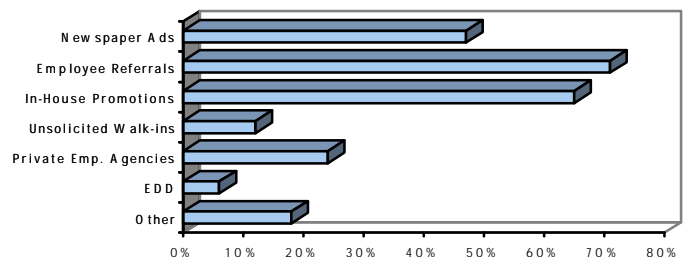
Employers report it is 'a little difficult' finding experienced applicants who meet their hiring standards. It is 'not difficult' finding inexperienced, qualified applicants.

Most (53%) employers report employment growth during the past year, **many** (41%) report employment as stable during the past year.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	37	(100%)
New Permanent Positions	19	(51%)
Temporary Positions:	0	(0%)
Promotions:	6	(17%)
Separations:	12	(32%)

RECRUITMENT



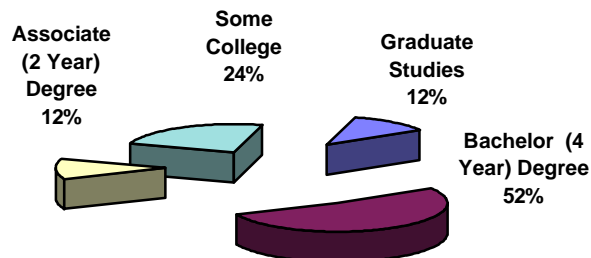
Above are the top seven recruitment resources reported by employers. 'Other' recruiting resources used by **few** employers include 'job tracker', I.R.E.M. and industry networking.

PROPERTY AND REAL ESTATE MANAGERS AND ADMINISTRATORS

17 Firms Surveyed with 143 Employees in Occupation

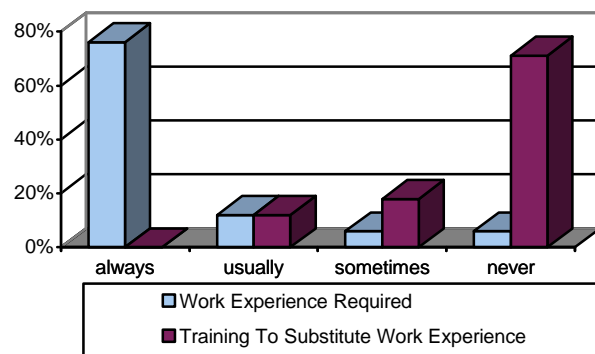
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Employers report **most** recent new hires (52%) have received a Bachelors degree, **some** employers report (12%) employees have either graduate studies or an Associate (2 Year) degree. The remainder (24%) have some college but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Almost all surveyed employers always require employees to have prior work experience and most employers will never accept training as a substitute. Surveyed employers require from 12 to 90 months of work experience in areas such as sales/ asset manager/ property/ building/ real estate/ agents or broker. Possession of a California State Real Estate License is usually required for this occupation. Some employers require a property management certificate.

NEW OR OBSOLETE SKILLS

New skills **most** employers seek include enhanced computer skills, marketing and economic forecasting skills. **Few** surveyed employers reported manual tasks, paper work and site visits as obsolete skills.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for **job entry**

Technical:

- Business Math skills (2.87)
- Ability to maintain financial records (2.75)
- Ability to operate a personal computer (2.70)
- Possession of a California real estate sales license (2.62)
- Ability to manage an activity or department (2.61)
- Ability to plan and organize the work of others (2.47)
- Ability to write effectively (2.47)
- Ability to monitor contacts (2.45)

Personal or Other:

- Ability to work independently (2.84)
- Public contact skills (2.82)
- Good organizational skills (2.78)
- Ability to work under pressure (2.64)

Basic:

- Ability to read and follow instructions (2.89)
- Oral communication skills (2.76)
- Ability to write legibly (2.54)

Language:

- **All** (100%) employers report preferring fluency in English.
- **Some** (22%) employers prefer bilingual skills in Spanish.

Computer Software Skills:

- **Almost all** employers seek applicants with spreadsheet (81%) skills, word processing (75%) skills, and **many** (38%) seek database and **few** (6%) desktop publishing skills.

Employer voluntary comments, skills preferences

Skills sought by employers include strong ambition, sense of humor, customer service skills, integrity, patience, determination and ability to handle difficult situations.

OCCUPATIONAL PROGRESSION

FROM.....TO

Vice President, Owner
Regional Manager, Upper Management
Property & Real Estate Manager

Most (63%) employers promote from this occupation, while **many** (37%) do not.

OTHER SOURCES

California Occupational Guide: #423 (1995)
Related OCGs # 90, # 114

OOH 1996-97, p.24

DOT Code:

186.167-018

186.167-046

186.167-062

Administrative Service Managers

Title:

Manager, Apartment House

Manager, Property

Condominium Manager

RADIOLOGIC TECHNOLOGISTS, DIAGNOSTIC

16 Firms Surveyed with 108 Employees in Occupation. OES: 329210

DESCRIPTION

Diagnostic Radiologic Technologists safely use x-ray equipment, including C.T. scanners, to demonstrate designated portions of human body on x-ray films or fluoroscopic screens for diagnostic purposes. They are also known as Radiographers.

Alternative Titles: X-Ray Technicians, CT or MRI Technologists.

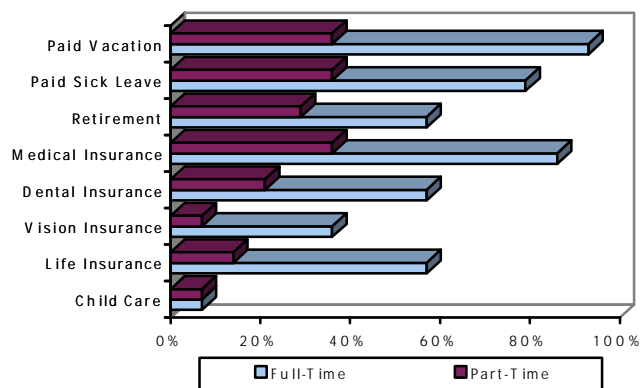
WAGES/BENEFITS

Non-Union Wages, Combined Full-Time, and Temporary On-Call and Seasonal Workers

	Range	Median
New Hires, Inexperienced:	\$ 9.00 - \$18.00	\$ 12.25
New Hires, Experienced:	\$10.50 - \$20.00	\$ 15.00
3+ Yrs. Experience with Firm:	\$10.50 - \$22.00	\$ 17.75

Hours: **All** (100%) surveyed employers are non-union. Employers report **most** (65%) employees work full-time and average from 32 to 40 hours per week. **Some** (27%) employees work part-time and average 21 hours per week. **Few** employees work either on an on-call basis (5%) or seasonally (4%) and average 24 and 30 hours per week respectively.

BENEFITS



Almost all surveyed employers offer above eight fringe benefits, including child care, to full-time employees. **Some** employers offer the same range of benefits to part-time employees. Equivalent fringe benefit data was not collected for reported on-call and seasonal workers.

EMPLOYMENT FORECASTS 1993-2000

OCCUPATIONAL FORECAST

Size:	Small (1,040 - 1,260)
% Job Growth:	21.2%
Growth Rate:	Faster than County Average
Job Growth:	220 Total Job Gain
Separations:	110 (33.3%)
Total Openings:	330 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8011	Offices & Clinics of Medical Doctor	113
8062	General Medical & Surgical Hospital	89
8071	Medical Laboratories	17

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

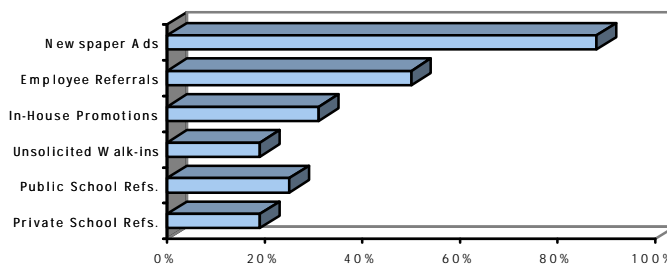
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. It is also 'somewhat difficult' to find inexperienced qualified applicants.

Most (63%) employers report past years employment trend as stable, another (25%) reported growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	25	(100%)
New Permanent Positions	10	(40%)
Temporary Positions:	6	(24%)
Promotions:	4	(16%)
Separations:	5	(20%)

RECRUITMENT



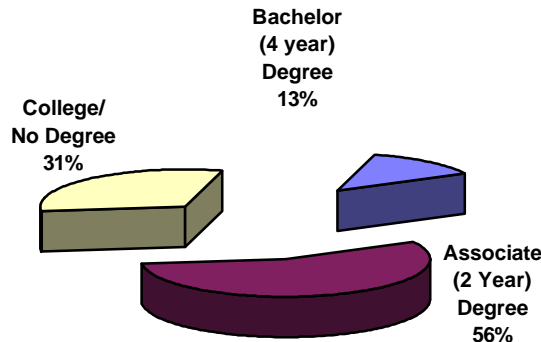
When recruiting for employees, **employers** report primarily using the top six resources. Additional sources of reported recruitment are EDD (6%), and internships (6%).

RADIOLOGIC TECHNOLOGISTS - DIAGNOSTIC

16 Firms Surveyed with 108 employees in Occupation

EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (56%) employers report recent new hires have an Associate (2 year) degree. **Some** (31%) employers report new hires have some college or **few** (13%) report a bachelor (4 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many employers either always or usually require prior work experience, ranging from 6 to 24 months, in such areas as X-Ray/CT/MRI/Ultrasound or radiology technologists. **Most** surveyed employers will sometimes accept training or internships as a substitute for experience. **Almost all** employers require from 6 to 24 months of training or an x-ray license, i.e. Magnetic Resonance Imaging (MRI), or California or American Registry of Radiologic Technologists (CA) ARRT, or Computed Tomography (CT) certification. Please refer to the American College of Radiology for a complete listing of the extensive certification options, (<http://www.acr.org>).

NEW OR OBSOLETE SKILLS

Few employers seek new skills in digital photography, and digital x-ray or more specialized skills. Obsolete skills reported were use of traditional photo/film and x-ray developing.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry
Technical:

- Possession of State CRT Certificate (3.00)
- Ability to follow safe equipment operating practices (2.93)
- Record keeping skills (2.93)
- Ability to use film developing equipment (2.81)
- Ability to apply transferring techniques for moving patients (2.66)
- Knowledge of medical terminology (2.57)
- Ability to write effectively (2.56)
- Ability to take vital signs (2.38)
- ARRT Registration (2.37)

Personal or Other:

- Ability to work independently (2.99)
- Public contact skills (2.94)
- Ability to work under pressure (2.93)
- Willingness to work with close supervision (2.56)

Basic:

- Ability read and follow instructions (3.00)
- Oral communication skills (2.87)
- Ability to write legibly (2.64)
- Basic math skills (2.44)

Physical:

- Ability to stand continuously for two or more hours (2.64)

Language:

- **Almost all** employers report preferring fluency in English
- **Some** employers prefer bilingual skills in Spanish

Computer Software Skills:

- **All** (100%) employers seek applicants with word processing skills, **some** seek spreadsheet, database, desktop publishing or other applications skills, e.g. medical management or ability to type 30 w.p.m.

Employer voluntary comments, skills preferences

Employers seek employees with good personal hygiene, experience working with doctors, ability to help with office work, prepared to work flexible hours, anytime, days, weekends, evenings and overtime.

OCCUPATIONAL PROGRESSION

FROM.....**TO**

Marketing, Office Manager, Manager
Lead Technician, Supervisor, Operations
Radiologic Technician

Most (69%) surveyed employers promote from this position, while **some** (31%) do not.

OTHER SOURCES

California Occupational Guide: n.a.
OOH 1996-97, p.212-14 Techs.&Rel. Support Occups.

DOT Code:
078.362-010
078-362-026

Title:
Radiologic Technologist, Chief
Radiologic Technologist

RECEPTIONISTS AND INFORMATION CLERKS

18 Firms Surveyed with 102 Employees in Occupation

OES: 553050

DESCRIPTION

Receptionists and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Please do not include Receptionists who primarily operate switchboards.

Alternative Titles: Clerical Assistants, General Clerk, Administrative Assistant.

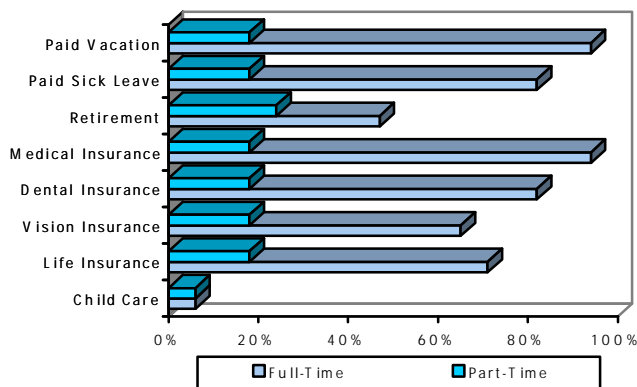
WAGES/BENEFITS

Non-Union Wages, Full, Part-Time and Temporary On-Call Employees:

	Range	Median
New Hires, Inexperienced:	\$ 5.00 - \$20.00	\$ 8.00
New Hires, Experienced:	\$ 5.00 - \$23.50	\$ 9.64
3+ Yrs. Experience with Firm:	\$ 7.50 - \$24.00	\$10.97

Hours: **All** surveyed employers (100%) are non-union. **Most** employees (56%) work full-time and average from 32 to 40 hours per week. **Many** (36%) work part-time and average 22 hours per week, **few** (8%) others work on a temporary on-call basis averaging 40 hours per week.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits, including child care, to full-time employees. In addition **Few** full-time employees are offered 401K and stock options as a fringe benefit. The same above range of seven fringe benefits are also offered to **some** part-time employees. Data was not collected to determine what benefit options are offered to reported temporary on-call employees.

EMPLOYMENT FORECAST 1993-2000

OCCUPATIONAL FORECAST

Size:	Very Large (13,600 - 16,730)
% Job Growth:	23.0%
Growth Rate:	Much Faster than Average
Job Growth:	3,130 Total Job Gain
Separations:	1,780 (37%)
Total Openings:	4,910 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
7363	Help Supply Services	831
8111	Legal Services	290
8011	Offices & Clinics of Medical Doctor	265
0742	Veterinary Services, Specialties	158
7361	Employment Agencies	88
6411	Insurance Agents, Brokers, Services	77
8699	Membership Organizations, NEC	23

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

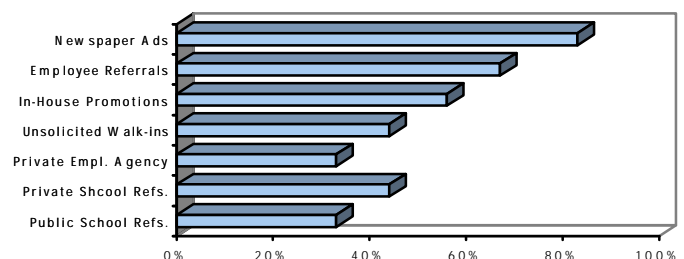
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards. However, employers report they have 'no difficulty' finding inexperienced, qualified applicants.

Most (72%) employers report the past years employment trend as stable, **some** (28%) reported growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	67	(100%)
New Permanent Positions	6	(9%)
Temporary Positions:	1	(1%)
Promotions:	18	(27%)
Separations:	42	(63%)

RECRUITMENT



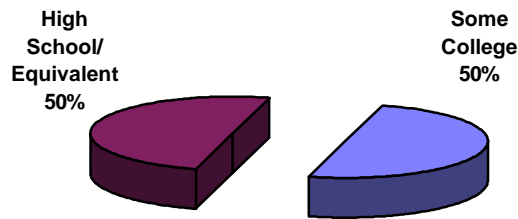
When recruiting for employees, **employers** report primarily using the above top seven resources. Additional sources of reported recruitment are EDD (28%), and 'other' sources (11%) including churches and church advertising.

RECEPTIONISTS AND INFORMATION CLERKS

18 Firms Surveyed with 102 Employees in Occupation

EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most employers report recent new hires have either some college, but no degree (50%), or high school graduation or equivalent (50%).

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Employers responses to work experience required were evenly distributed between the above graphed categories. Surveyed employers require from 6 to 12 months of related experience working in customer service, or as a receptionist, or secretary, clerical position or having phone experience. **Many** surveyed employers sometimes will accept training to substitute for work experience. **Some** employers require previous on the job training using either computers or multi-phone line systems.

NEW OR OBSOLETE SKILLS

Most employers seek new skills related to current computer applications. **Few** employers also seek voice-mail and or bilingual skills. **Some** employers report use of telephone switchboards, manual typewriters and older (DOS) software as obsolete skills.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for men with 9% male employees reported by surveyed employers.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to use word processing software (2.99)
- Alphabetic and numeric filing skills (2.70)
- Ability to operate a multi-line phone center (2.67)
- Ability to type at least 45 w.p.m. (2.27)

Personal or Other:

- Public contact skills (2.98)
- Customer service skills (2.97)
- Ability to perform routine, repetitive work (2.84)
- Ability to work under pressure (2.81)
- Ability to work independently (2.60)
- Willingness to work with close supervision (2.57)
- Ability to read and write a second language (2.05)

Basic:

- Oral communication skills (2.99)
- Ability to read and follow instructions (2.86)
- Ability to write legibly (2.75)

Physical:

- Ability to sit for 4 or more hours at a time (2.34)

Language

- **All** employers report preferring fluency in English
- **Most** employers prefer bilingual skills in Spanish, and **some** in other languages including Vietnamese & Arabic.

Computer Software Skills:

- **Almost all** (93%) employers seek applicants with word processing skills, **some** seek spreadsheet, database or other skills, specifically Microsoft Word, Word Perfect or Excel applications.

Employer voluntary comments, skills preferences

Some employers require problem solving skills, ability to prioritize workload and patience. Employers also reported specific area related skills requirements, e.g. willingness to work with senior citizens or being familiar with a college setting.

OCCUPATIONAL PROGRESSION

FROM.....TO

. Head Customer Services, Administrator/ Manager
Secretary, Payroll, Paralegal, Human Resources Asst.
Receptionist, Information Clerk

Almost all (92%) employers surveyed promote from this occupation.

OTHER SOURCES

California Occupational Guide: # 21 (1995)
OOH 1996-97, p.268-9 Admin. Support Occups.

DOT Code:
203.362-014
237.367-010
237.367-018
238.367-034

Title:
Credit Reporting Clerk
Appointment Clerk
Information Clerk
Scheduler

SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)

18 Firms Surveyed with 2,084 Employees in Occupation

OES: 490112

DESCRIPTION

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Please do not include workers who work primarily as Cashiers.

Alternative Titles: Sales Associates/Consultants/Executives, Customer Service Representatives, Team/Shift Leaders, Merchandisers.

WAGES/BENEFITS

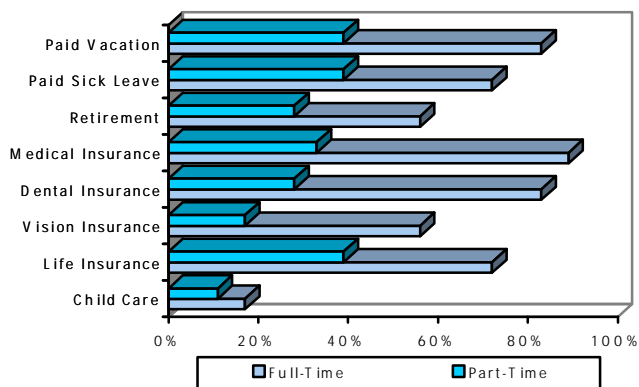
Note: *Few* employers supplement wages with tips/commissions. The tabulation below gives surveyed ranges; a single employer may not provide the same high or low combination of wages, tips/commissions as tabulated.

Non-Union Wages, Tips/Commissions for Full, Part-Time and Temporary On-Call Employees:

	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$15.80	\$ 5.75
Tips/Commissions:	\$ 6.00 - \$ 6.00	\$ 5.99
New Hires, Experienced:	\$ 4.25 - \$15.80	\$ 6.25
Tips/Commissions:	\$ 7.20 - \$ 7.20	\$ 7.19
3+ Yrs. Experience with Firm:	\$ 4.25 - \$19.20	\$ 8.13
Tips/Commissions:	\$ 9.60 - \$ 9.60	\$ 9.59

Hours: *All* (100%) surveyed employers are non-union. *Most* (53%) employees work part-time and average 21 hours per week. *Many* (46%) employees work full-time and average from 31 to 36 hours per week. *Few* (1%) work on a temporary on-call basis and average 36 hours per week.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits, including child care, to full-time employees. In addition few employers offer unpaid vacation benefits to full-time employees. Some employers offer the same above range of seven fringe benefits to part-time employees.

EMPLOYMENT FORECASTS 1993-2000

OCCUPATIONAL FORECAST

Size:	Very Large (37,120 - 40,850)
% Job Growth:	10.0%
Growth Rate:	Slower than County Average
Job Growth:	3,730 Total Job Gain
Separations:	9,640 (72.1%)
Total Openings:	13,370 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
5311	Department Stores	334
5211	Lumber & Other Building Materials	247
5651	Family Clothing Stores	188
5621	Women's Clothing Stores	185
5912	Drug Stores & Proprietary Stores	158
5941	Sporting Goods & Bicycle Shops	145
5999	Miscellaneous Retail Stores, NEC	139
5947	Gift, Novelty and Souvenir Shops	123

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

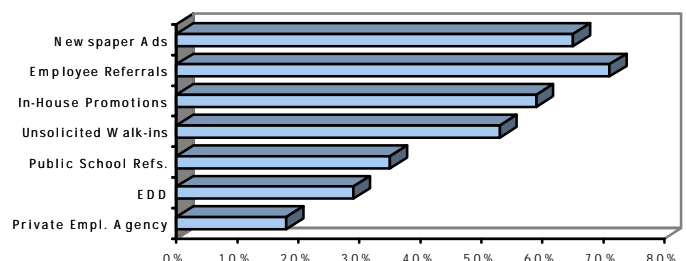
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced qualified applicants.

Most (67%) employers report growth in employment during the past year. **Some** (17%) reported a stable trend, while **some** (17%) reported an employment decline.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	941	(100%)
New Permanent Positions	222	(24%)
Temporary Positions:	295	(31%)
Promotions:	196	(21%)
Separations:	228	(24%)

RECRUITMENT



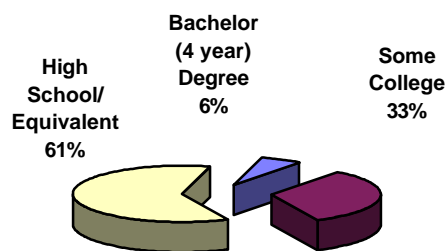
Employers reported using the above seven recruiting resources plus private school referrals (12%) to locate new employees.

SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)

18 Firms Surveyed with 2,084 Employees in Occupation

EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (61%) employers report recent new hires have high school graduation or equivalent. **Some** (33%) report new hires have some college but no degree, **few** report bachelor (4 year) degrees.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many employers sometimes require prior work experience. Required work experience ranges from 6 to 48 months in areas such as retail sales, fast food, customer service or commission sales. Employers responses to willingness to accept training as a substitute for work experience were evenly distributed between the above categories. Training required was specific to the area of sales, e.g. flower arrangement, training was for 6 months, and often was given on the job.

NEW OR OBSOLETE SKILLS

The new skills required by **many** employers included more computer knowledge, use of upgraded software and e-mail capabilities and knowledge of new cash register systems. **Few** employers also seek industry design experience, and employees who are courteous and excellent customer service skills. **Few** surveyed employers reported old sales methods and guest relations as obsolete skills.

EMPLOYER PREFERENCES continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to operate a cash register (2.82)
- Ability to apply sales techniques (2.80)
- Completion of high school diploma or equivalent (2.75)
- Ability to make change (2.66)

Personal or Other:

- Customer service skills (3.00)
- Good grooming skills (2.98)
- Ability to work independently (2.97)
- Willingness to work with close supervision (2.42)

Basic:

- Oral communications skills (2.97)
- Ability to reward and follow instructions (2.97)
- Ability to write legibly (2.50)
- Basic math skills (2.19)

Physical:

- Ability to stand for 2 or more hours

Language

- **All** (100%) employers report preferring fluency in English
- **Most** (67%) employers prefer bilingual skills in Spanish, and **many** in other languages including Vietnamese, Korean, or Japanese, and a **few** prefer Chinese-Cantonese, French or Italian.

Computer Software Skills:

- **Most** (57%) employers seek applicants with skills in word processing, and **some** (14%) seek database and spreadsheet skills, specifically Microsoft Windows based applications.

Employer voluntary comments, skills preferences

Employers seek employees who are punctual, have ability to work hard, are ambitious, are people oriented and can work with others, have a warm personality and have good customer skills.

OCCUPATIONAL PROGRESSION

FROM.....TO

Department Manager, Store Management
Supervisor, Team Leader, Sales Manager

Salespersons - Retail

All (100%) employers surveyed report promoting from this occupation.

OTHER SOURCES

California Occupational Guide: # 536 (1992)

Related COGs #118, # 242, # 375, # 542, # 285

Note: Below is a selection from the more than 20 DOT codes for this occupation.

DOT Code:	Title:
261.357-038	Salesperson, Stereo Equipment
261.357-066	Salesperson, Women's Apparel & Access.
261.357-070	Salesperson, Yard Goods
277.457-010	Salesperson, Art Objects
277.357-038	Salesperson, Musical Instruments & Access.
290.477-014	Sales Clerk

SECRETARIES, MEDICAL

15 Firms Surveyed with 98 Employees in Occupation

OES: 551050

DESCRIPTION

Medical Secretaries perform secretarial duties, utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence as well as preparing and sending bills to patients or recording appointments.

Alternative Titles: Medical Transcriptionists, Back Office Persons, Medical/Front Office Receptionists, Insurance Billers, Patient Care Coordinators, Administrative Secretaries.

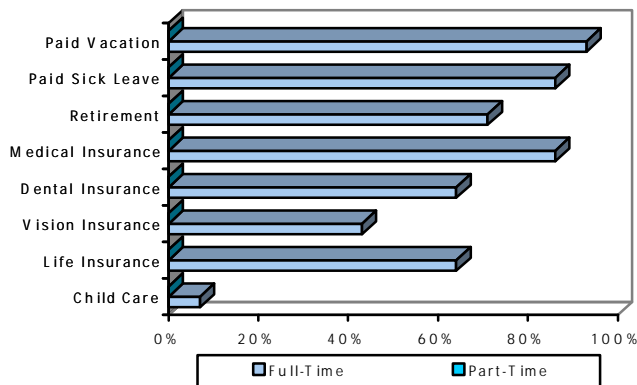
WAGES/BENEFITS

Non-Union/Union Wages:

	Range	Median
New Hires, Inexperienced:	\$ 7.00 - \$11.50	\$ 9.00
New Hires, Experienced:	\$ 8.00- \$14.00	\$ 11.00
3+ Yrs. Experience with Firm:	\$11.00- \$20.00	\$ 13.00

Hours: *Almost all* (93%) surveyed employers are non-union and *almost all* (95%) employees work full-time and average from 32 to 40 hours per week. *Few* (5%) non-union employees work part-time and average 21 hours per week.

BENEFITS



Almost all surveyed employers offer the above full range of fringe benefits, including child care, to full-time employees. The *few* (5%) part-time employees reported by employers do not receive fringe benefits.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Medium (2,130 - 2,350)
% Job Growth:	10.3%
Growth Rate:	Slower than County Average
Job Growth:	220 Total Job Gain
Separations:	340 (61%)
Total Openings:	560 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
8011	Offices & Clinics of Medical Doctor	128
8021	Offices & Clinics of Dentists	30
8041	Offices & Clinics of Chiropractor	10
8062	General Medical & Surgical Hospital	14

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

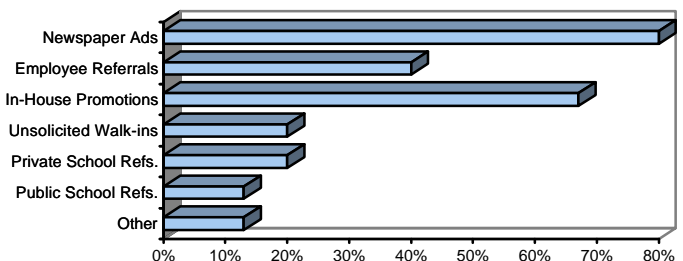
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced, qualified applicants.

Almost all (87%) employers report the past years employment trend as stable.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS

Total Employees Hired:	8	(100%)
New Permanent Positions	0	(0%)
Temporary Positions:	0	(0%)
Promotions:	1	(12%)
Separations:	7	(88%)

RECRUITMENT



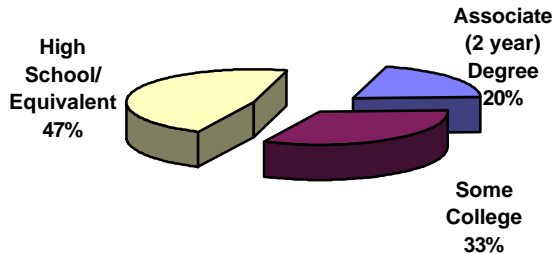
When recruiting for employees, **employers** report primarily using the top seven resources. 'Other' includes networking with physicians offices. An additional source of reported recruitment is private employment agencies (7%).

SECRETARIES, MEDICAL

15 Firms Surveyed with 98 Employees in Occupation

EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Many (47%) employers report recent new hires have high school graduation or equivalent. **Some** (33%) employers report employees have college studies but no degree. The remaining employers (20%) report employees with an Associate (2 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers sometimes accept training as a substitute for work experience; however **many** always require prior work experience. Required work experience ranges from 6 to 36 months in areas such as transcribers, collection & billing, any medical front office position, medical/appointment secretary, or having dictation or report writing experience. Few employers require from 6 to 24 months of medical/dental training, or a familiarity with medical terminology and being able to type 80 w.p.m.

NEW OR OBSOLETE SKILLS

Many employers reported new skills as having knowledge of managed care, computer scheduling and current computer Windows applications. **Few** employers reported obsolete skills as being 'pegboard accounting', shorthand, typing and 10-key data entry.

NEW OR OBSOLETE SKILLS

This is a non-traditional occupation for men with 9% males reported by surveyed employers.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Telephone answering skills (2.76)
- Ability to maintain an appointment calendar (2.64)
- Ability to follow billing procedures (2.64)
- Ability to write effectively (2.56)
- Knowledge of medical terminology (2.56)
- Ability to complete and explain insurance forms (2.50)
- Proofreading skills (2.50)
- Ability to use word processing software (2.23)

Personal or Other:

- Ability to pay attention to detail (2.77)
- Ability to work independently (2.71)
- Ability to read and comprehend information quickly (2.60)
- Willingness to work with close supervision (2.47)

Basic:

- Oral communication skills (2.74)
- Ability to read and follow instructions (2.74)
- Ability to write legibly (2.66)

Language

- **All** (100%) employers report preferring fluency in English
- **Many** (38%) employers prefer bilingual skills in Spanish, and **some** in other languages including Vietnamese or 'other' language.

Computer Software Skills:

- **Most** (75%) employers seek applicants with skills in word processing, and **some** seek database and spreadsheet skills, or employers also seek applicants with other occupation specific, e.g. multi-task dental software skills.

Employer voluntary comments, skills preferences

Employers seek employees who are self motivated, have a professional appearance, are a team player, have good public relations skills, are clean, courteous and can spell.

OCCUPATIONAL PROGRESSION

FROM.....TO

Executive Secretary, Office Manager, Front Office Administrator

Billing Clerk, Back Office Research, Supervisor Secretary-Medical

Almost all (80%) surveyed employers promote from this occupation.

OTHER SOURCES

California Occupational Guide: # 177 (1992)
Related COGs # 128, # 134, # 172, #409, # 499, # 513
OOH 1996-97, p. 287-89 Admin. Support Occups.

DOT Code:
201.362-014

Title:
Secretaries, Medical

TOOL AND DIE MAKERS

15 Firms Surveyed with 204 Employees in Occupation

OES: 891020

DESCRIPTION

Tool and Die Makers analyze a variety of specifications, lay out metal stock, set up and operate machine tools, and fit and assemble parts to make and repair dies, cutting tools, jigs, fixtures, gauges, and machinist's hand tools. Please include paper die makers and die sinkers, but do not include die setters.

Alternative Titles: Mold Makers/Repair Persons, C+C Setup/Milling Machinists, Cold Heading Tool & Die (Maker), Class A Machinists.

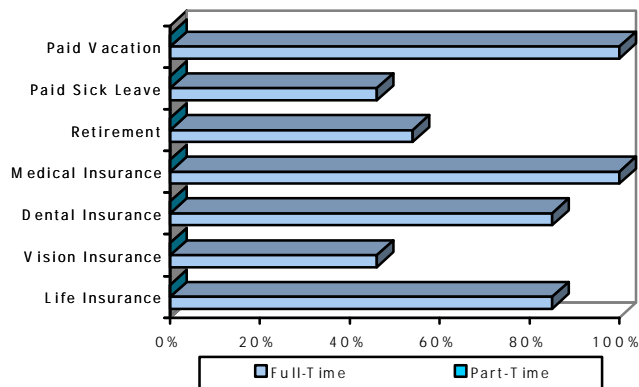
WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$ 7.00	\$ 7.00
New Hires, Experienced:	\$10.00 - \$19.40	\$ 15.00
3+ Yrs. Experience with Firm:	\$13.00 - \$22.00	\$ 18.00

Hours: **All** (100%) surveyed employers are non-union. **Almost all** employees (91%) work full-time and average 47 hours per week. **Few** (8%) employees work on a temporary on-call basis and average 50 hours per week. **Few** (1%) were reported working part-time and average 25 hours per week.

BENEFITS



Many employers surveyed offer the above seven fringe benefits to full-time employees, which excludes child care. In addition **few** full-time employers offered 401 K Plan or savings plan benefits. **Few** (1%) part-time employees reported did not receive the above fringe benefits. However **few** are reported as receiving a pension plan. Survey did not determine fringe benefit status for the **few** (8%) employees reported as working on a temporary on-call basis.

EMPLOYMENT FORECASTS 1993-2000

OCCUPATIONAL FORECAST

Size:	Large (1,160 - 1,150)
% Job Growth:	-0.9%
Growth Rate:	Slow Decline
Job Growth:	-10 Total Job Loss
Separations:	220 (105 %)
Total Openings:	210 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth (i)
3089	Plastic Products, NEC	20
3452	Bolts, Nuts, Rivets and Washers	9
3469	Metal Stampings, NEC	6

(i) Job growth is forecasted for **most** (56%) industries employing this occupation. Above are the lead job growth industries, with forecasted growth, 1993-2000.

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

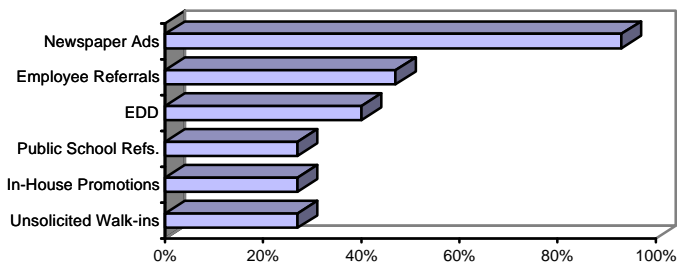
Employers report it is 'very difficult' to find experienced applicants who meet their hiring standards. It is 'somewhat difficult' to find inexperienced, qualified applicants.

Many (47%) employers report growth during the past years employment, and **many** (40%) also report the trend as stable during the past year.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	50	(100%)
New Permanent Positions	22	(44%)
Temporary Positions:	3	(6%)
Promotions:	7	(14%)
Separations:	18	(36%)

RECRUITMENT



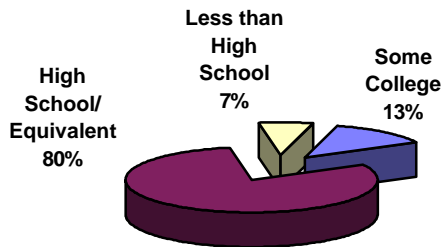
When recruiting for employees, **employers** report primarily using the top six resources. Additional sources of reported recruitment are private employment agencies (20%) and private school referrals (13%).

TOOL AND DIE MAKERS

15 Firms Surveyed with 204 Employees in Occupation

EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Almost all (80%) employers report recent new hires have high school graduation or equivalent. **Many** (13%) employers report employees have some college. The remaining **few** (7%) employers report employees have less than high school graduation.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers always require employees to have prior work experience and never will accept training as a substitute. Required experience ranges from 12 to 120 months either as a tool and die/mold maker, CNC machine operator, journeyman, jig and fixture, machinist or programmer. **Few** employers accept related training for tool and die makers. **Few** employers require tool and die certification or machinist inspection training.

NEW OR OBSOLETE SKILLS

New skills identified by employers include math, computer literacy, including NC/ EDM/ CIM/ PLC/ CNC experience, updating precision instruments, tool die and mold making skills. **Few** surveyed employers identified manual and conventional machine operation skills as obsolete.

NON-TRADITIONAL EMPLOYMENT STATUS

This occupation is non-traditional for women, with 0% females employed by surveyed employers.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to follow safe equipment operating practices (2.97)
- Ability to use measuring instruments (2.51)
- Shop math skills (2.50)
- Ability to operate numerically controlled (NC) machines (2.08)

Personal or Other:

- Ability to work independently (2.66)
- Willingness to work with close supervision (2.02)
- Ability to provide own hand tools (2.02)

Basic:

- Ability to follow oral instructions (2.97)
- Ability to read and follow instructions (2.41)
- Ability to write legibly (2.07)

Physical:

- Ability to perform precision work (3.00)
- Ability to lift at least 50 lbs. repeatedly (1.91)

Language

- **All** (100%) employers report preferring fluency in English
- **Some** (32%) employers prefer bilingual skills in Spanish.

Computer Software Skills:

- **Some** (20%) employers seek applicants with skills in occupation specific CAD/CAM systems, or Phototrack software.

Employer voluntary comments, skills preferences

Employers seek applicants who can pass a physical exam, have CTT software knowledge, have an eagerness to learn, good character, be punctual and have good attendance.

OCCUPATIONAL PROGRESSION

FROM.....TO

Supervisor, Tool & Die Manager/Director
Apprentice, Journeyman, Lead or Foreman
Tool and Die Makers

Most (73%) employers promote from this position, while some (27%) do not.

OTHER SOURCES

California Occupational Guide: # 57 (1996)
Related COGs # 9, # 281
OOH 1996-97, p. 415-6 Production Occupations

DOT Code:
601.280-042
601.381-014

Title:
Tool Makers
Die Makers

TRAVEL AGENTS

18 Firms Surveyed with 461 Employees in Occupation

OES: 430210

DESCRIPTION

Travel Agents plan entire trips for customers of their travel agency. Their duties include determining destinations, modes of transportation, travel dates, costs, accommodations required, and planning, describing, or selling itinerary package tours. Travel Agents may specialize in foreign or domestic service, individual or group travel, specific geographic area, airplane charters, or package tours.

Alternative Titles: Reservationists, Sales Agents, Travel Consultant/Coordinator/Counselors, Leisure Agent.

WAGES/BENEFITS

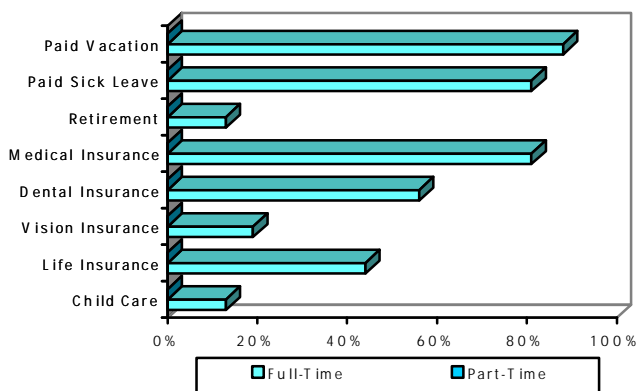
Note: *Some* (22%) surveyed employers supplement wages with tips or commissions. The tabulation below gives surveyed ranges; a single employer may not provide the same high or low combination of wages, tips, or commissions as tabulated. Thus, a tabulation of the combined wages/tips/commissions may not be representative and is not reported.

Non-Union Wages, Tips and Commissions:

	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$ 8.75	\$ 7.00
Tips/Commissions:	\$ 2.50 - \$ 9.60	\$ 6.04
New Hires, Experienced:	\$ 6.35 - \$14.40	\$ 9.59
Tips/Commissions:	\$ 1.05 - \$12.00	\$ 4.32
3+ Yrs. Experience with Firm:	\$ 7.50 - \$15.80	\$11.51
Tips/Commissions:	\$ 1.00 - \$13.45	\$ 4.89

Hours: *All* (100%) surveyed employers are non-union. *Almost all* (90%) employees work full-time and average from 32 to 40 hours per week. *Some* (10%) employees work part-time and average 25 hours per week.

BENEFITS



Almost all surveyed employers offer the above eight benefits, including child care to full-time employees. In addition full-time employees are offered 401K plans, fitness, disability insurance and family trips. *Few* employers surveyed report part-time employees do not receive above fringe benefits, however they do receive bonuses and travel fringe benefits.

EMPLOYMENT FORECAST 1993-2000

OCCUPATIONAL FORECAST

Size:	Small (1,140 - 1,680)
% Job Growth:	47.4%
Growth Rate:	Much Faster than Average
Job Growth:	540 Total Job Gain
Separations:	190 (26.0%)
Total Openings:	730 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
4724	Travel Agencies	492
4725	Tour Operators	29

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

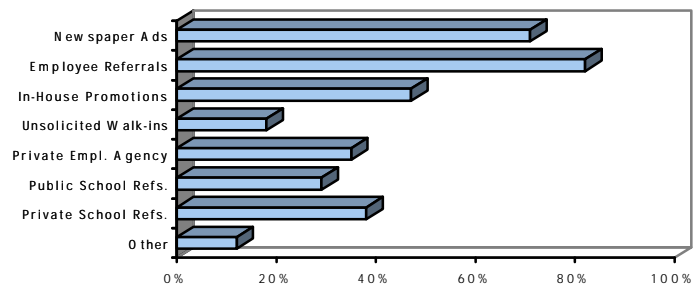
Employers report it is 'somewhat difficult' both to find experienced applicants who meet their hiring standards and also to find inexperienced, qualified applicants.

Many (50%) employers report growth for the past years employment, while another (44%) reported the employment trend as stable.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS

Total Employees Hired:	79	(100%)
New Permanent Positions	28	(35%)
Temporary Positions:	7	(10%)
Promotions:	16	(20%)
Separations:	28	(35%)

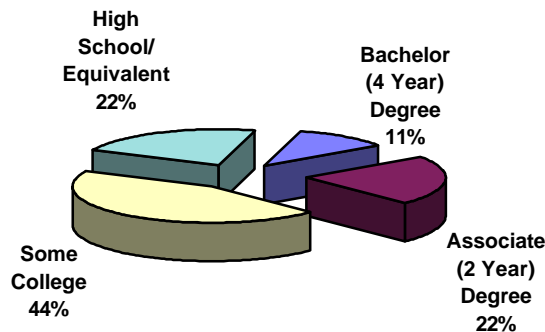
RECRUITMENT



When recruiting for employees, **employers** report primarily using the above top seven resources. 'Other' resources are through the Internet or through client referrals. An additional source of reported recruitment is E.D.D. (6%).

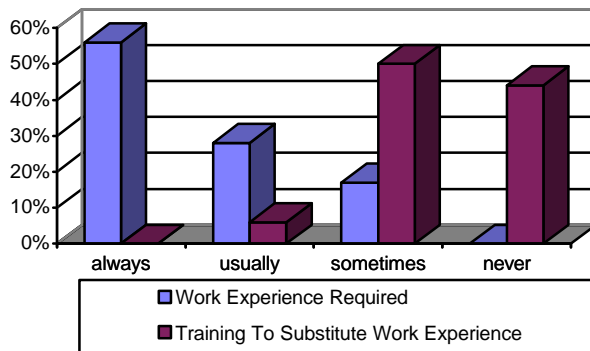
EMPLOYER REQUIREMENTS

EMPLOYEE EDUCATION & TRAINING



Many (44%) employers report recent new hires have some college studies but no degree. **Some** (22%) employers report employees have either an Associate (2 year) degree or high school graduation or equivalent. The remaining employers (11%) report employees with a bachelor (4 Year) degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers require employees to have prior work experience, ranging from 6 to 36 months as travel agents/consultants, reservationist or customer service or airline work. **Many** employers sometimes accept 1 to 12 months of travel agent school, sales, or geography, or Sabre® system computer training as a substitute for work experience. **Few** employers require Certified Travel Counselor (CTC) certification.

NEW OR OBSOLETE SKILLS

Almost all employers seek new computer related skills, e.g. Internet and E-mail use, plus automation, marketing, sales, typing and 'specialty destination' travel skills. **Few** surveyed employers reported airline computer reservation systems and paper tickets as obsolete skills.

NON TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for men with 7% male employees reported by surveyed employers.

EMPLOYER REQUIREMENTS continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to prepare and arrange travel plans (3.00)
- Telephone answering skills (3.00)
- Ability to use Sabre® (2.58)
- Ability to operate a personal computer (2.56)
- Record keeping skills (2.42)
- A general knowledge of U.S. and world geography and customs (2.31)
- A knowledge of the different benefits of different travel modes, e.g. trains, ships or buses (2.30)
- Ability to solicit new clients (2.24)
- Ability to use Apollo® (2.03)

Personal or Other:

- Ability to work under pressure (2.98)
- Ability to maintain a client base (2.88)
- Ability to be self motivated (2.86)
- Ability to work independently (2.82)
- Willingness to work under close supervision (2.43)

Basic:

- Oral communications skills (3.00)
- Ability to read and follow instructions (2.80)
- Ability to write legibly (2.74)
- Basic math skills (2.23)

Language

- **All** (100%) employers report preferring fluency in English
- **Some** (20%) employers prefer bilingual skills in Spanish, and **many** (41%) in other languages including French or Japanese.

Computer Software Skills:

- **Most** (69%) employers seek applicants with skills in word processing, and **some** (25%) seek database and few spreadsheet skills. **Many** (44%) employers seek applicants with airline Sabre®, Apollo®, Tech17® or other computer system reservation skills.

Employer voluntary comments, skills preferences

Employers seek employees with a sense of geography, have sales and organizational skills, a sense of humor, a professional appearance and are stable.

OCCUPATIONAL PROGRESSION

FROM.....TO

Office Manager, Management
Senior Agent, Supervisor, Quality Control Manager
Travel Agents

Most (67%) surveyed employers promote from this position, while **some** (33%) do not.

OTHER SOURCES

California Occupational Guide: # 213 (1996)
Related COGs # 99, # 70

OOH 1996-97, p.251-53 Marketing & Sales Occups.

DOT Code: 252.152-010
Title: Travel Agents

TRUCK DRIVERS, - HEAVY OR TRACTOR TRAILER

19 Firms Surveyed with 664 Employees in Occupation

OES: 971020

DESCRIPTION

Heavy or Tractor Trailer Truck Drivers drive tractor-trailer combinations or trucks with a capacity of more than three tons to transport and deliver goods, livestock, or materials in liquid, loose or packaged form. They may be required to unload trucks.

Alternative Titles: Line Haul Drivers, Heavy Duty Drivers, Over The Road Drivers, Shag Drivers.

WAGES/BENEFITS

Non-Union Wages

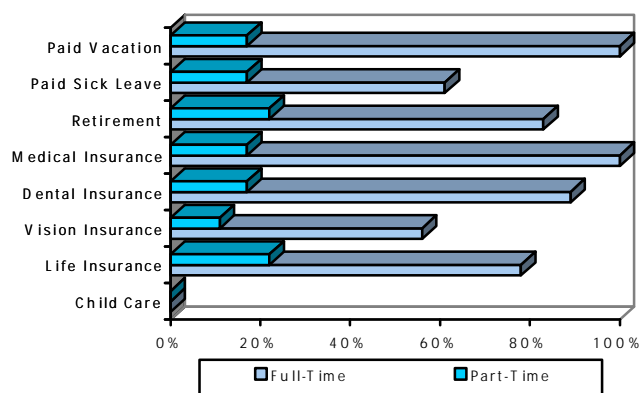
	Range	Median
New Hires, Inexperienced:	\$ 6.10 - \$15.35	\$ 8.56
New Hires, Experienced:	\$ 6.60 - \$19.20	\$ 12.47
3+ Yrs. Experience with Firm:	\$ 8.80 - \$25.10	\$ 14.38

Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 9.00 - \$13.30	\$11.72
New Hires, Experienced:	\$ 9.00 - \$14.75	\$12.79
3+ Yrs. Experience with Firm:	\$10.65 - \$23.60	\$14.00

Hours: Most (74%) surveyed employers are non-union. **Almost all** (93%) union employees and non-union employees (99%) work full-time and average 57 hours per week. **Few** (3%) employees work part-time and average 32 hours per week.

BENEFITS



Almost all surveyed employers offer the above seven benefits, excluding child care, to full-time employees. In addition **few** employers also offer 401K plan or credit union fringe benefits. **Some** employers offer part-time employees the same above seven fringe benefits.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (6,740 - 8,070)
% Job Growth:	19.7%
Growth Rate:	Faster than County Average
Job Growth:	1,330 Total Job Gain
Separations:	830 (39%)
Total Openings:	2,160 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
4212	Local Trucking, without Storage	222
4213	Trucking, Except Local	140
5181	Beer and Ale	80
5149	Groceries & Related Products, NEC	48
5031	Lumber, Plywood & Millwork	41
5411	Grocery Stores	37
4953	Refuse Systems	36

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

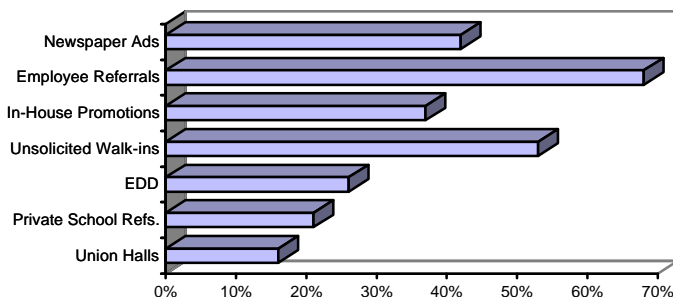
Employers report it is both 'somewhat difficult' to find experienced applicants who meet their hiring standards, and to find inexperienced, qualified applicants.

Most (68%) employers report employment growth during the past year, **few** (32%) reported a stable trend in employment.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	336	(100%)
New Permanent Positions	66	(20%)
Temporary Positions:	12	(4%)
Promotions:	8	(2%)
Separations:	250	(74%)

RECRUITMENT



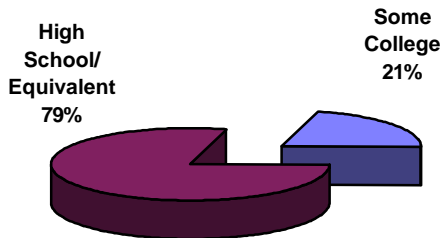
When recruiting for employees, **employers** report primarily using the above seven resources. Other resources used include private employment agencies (11%), and truck publications, company referrals and trade references.

TRUCK DRIVERS, - HEAVY OR TRACTOR TRAILER

19 Firms Surveyed with 664 Employees in Occupation

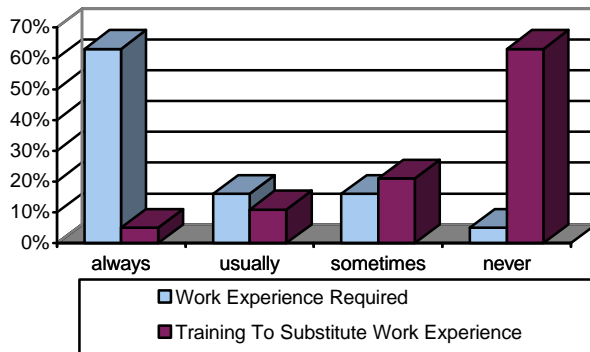
EMPLOYER REQUIREMENTS

EMPLOYEE EDUCATION & TRAINING



Almost all (79%) employers report recent new hires have high school graduation or equivalent. **Some** (21%) employers report employees have some college, but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers always require work experience, and never accept training as a substitute. Required work experience ranges from 12 to 24 months as a truck driver, including dump, or household goods, construction, or related experience. Class A or B California Drivers License is required. Other required training includes brake certification, together with 1 to 12 months of driver training. Few employers also require medical certification, and ability to pass a drug test.

NEW OR OBSOLETE SKILLS

New skills sought by **most** employers are computer and math skills, including knowledge of mobile data terminals, paperwork skills, ability to understand verbal and written instructions, bilingual abilities, good customer skills, ability to handle hazardous materials and awareness of responsibilities.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for women with 5% females reported by surveyed employers.

EMPLOYER REQUIREMENTS continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to meet DOT requirements (3.00)
- Possession of a valid Class A license (2.97)
- Ability to drive trucks long distances, in all weathers, day and night (2.95)
- Trip planning/map reading skills (2.94)
- Ability to handle emergencies such as accidents or equipment failure (2.92)
- Ability to read invoices (2.71)
- Record keeping skills (2.26)
- Ability to load and unload freight (2.22)
- Possession of DMV Endorsement to transport hazardous materials (2.18)

Personal or Other:

- Ability to deal with pressures of frequent road and traffic dangers (2.97)
- Good public and employee relations skills (2.85)
- Possession of a good DMV record (2.80)
- Ability to work independently (2.61)

Basic:

- Ability to read and follow instructions (2.59)
- Basic math skills (2.16)
- Ability to write legibly (2.15)

Physical:

- Ability to drive and concentrate, with required breaks, for several hours (2.82)

Language

- **All** (100%) employers report preferring fluency in English
- **Few** (9%) employers prefer bilingual skills in Spanish.

Computer Software Skills:

None (0%) of employers surveyed responded to specific software applications skills needs.

Employer voluntary comments, skills preferences

Employers seek employees with a clean physical and professional appearance, ability to pass a drug test, no felony record, familiar with material handling techniques and able to lift at least 75 lbs.

OCCUPATIONAL PROGRESSION

FROM.....**TO**

Foreman, Warehouse Sales, Management
Dock Supervisor, Dispatcher, Safety Personnel
Truck Driver-Heavy

Most (58%) employers promote from this occupation, while many (42%) do not.

OTHER SOURCES

California Occupational Guide: # 255 (1995)

Related COGs # 2, # 460

OOH 1996-97, p. 455-57 Transp. & Matrl. Mov. Occps.

DOT Code:

900.683-010
902.683-010
903.683-018
904.383-010
905.663-014

Title:

Concrete Mixing Truck Driver (anyind.)
Dump-Truck Driver (anyind.)
Tank-Truck Driver (anyind.)
Tractor-Trailer Truck Driver (anyind.)
Truck Driver, Heavy (anyind.)

TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKERS

15 Firms Surveyed with 159 Employees in Occupation

OES: 971050

DESCRIPTION

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Please do not include workers whose duties include sales.

Alternative Titles: Courier/ Shuttle/ Van/ Roofer Drivers, Delivery/ Warehouse/ Professional Truck Drivers.

WAGES/BENEFITS

Non-Union Wages, Full and Part-Time:

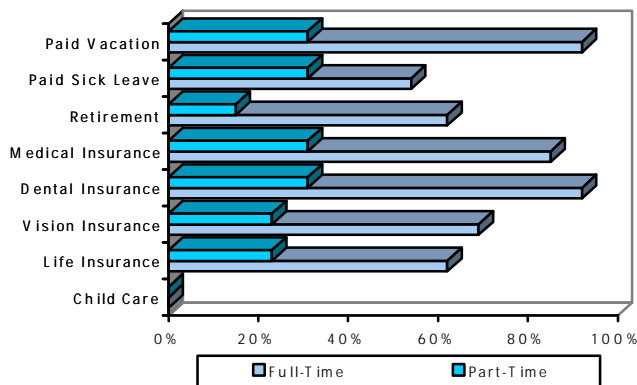
	Range	Median
New Hires, Inexperienced:	\$ 4.25 - \$ 9.00	\$ 8.00
New Hires, Experienced:	\$ 6.50 - \$18.00	\$ 10.00
3+ Yrs. Experience with Firm:	\$ 7.50 - \$18.00	\$ 12.00

Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 6.50 - \$10.00	\$ 8.58
New Hires, Experienced:	\$ 7.50 - \$23.00	\$15.00
3+ Yrs. Experience with Firm:	\$ 8.50 - \$23.00	\$15.75

Hours: **Most** surveyed employers (73%) are non-union. **All** (100%) union employees and **almost all** (83%) non-union employees work full-time and average 39 hours per week. **Few** (10%) non-union employees work part-time and average 26 hours per week.

BENEFITS



Almost all surveyed employers offer the above seven fringe benefits, excluding child care, to full-time employees. **Some** employers offer the equivalent fringe benefits to part-time employees.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY OCCUPATIONAL FORECAST

Size:	Very Large (11,720 - 14,790)
% Job Growth:	26.2%
Growth Rate:	Much Faster than Average
Job Growth:	3,070 Total Job Gain
Separations:	1,480 (32.5%)
Total Openings:	4,550 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth
4215	Courier Services, Except by Air	492
5812	Eating Places	265
7389	Business Services, NEC	200
5013	Motor Vehicle Supplies & New Parts	126
7352	Medical Equipment Rental	124
4731	Freight Transportation Arrangement	89
7549	Automotive Services, NEC	87

1996 EMPLOYMENT TRENDS

SUPPLY AND DEMAND ASSESSMENT

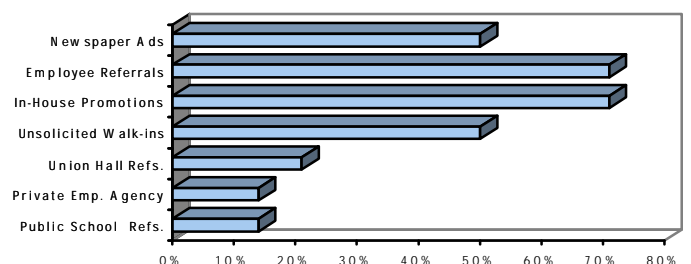
Employers report it is 'a little difficult' to find experienced applicants who meet their hiring standards and it is 'somewhat difficult' to find inexperienced, qualified applicants.

Most (53%) employers report past years employment growth as stable, while **many** (47%) report growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	48	(100%)
New Permanent Positions	18	(38%)
Temporary Positions:	9	(18%)
Promotions:	2	(4%)
Separations:	19	(40%)

RECRUITMENT



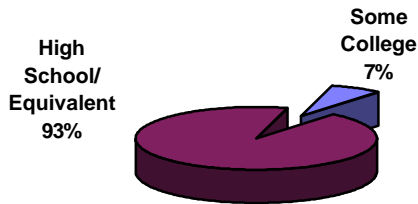
When recruiting for employees, **employers** report primarily using the top seven resources, plus EDD (7%) and private school referrals (7%).

TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKERS

15 Firms Surveyed with 159 Employees in Occupation

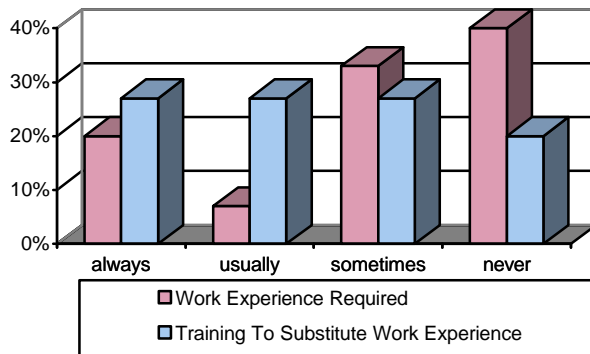
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Almost all (93%) employers report recent new hires have high school graduation or equivalent **Few** (7%) have some college, but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many (40%) surveyed employers never require prior work experience. The remaining employers 'sometimes' or 'usually' or 'always' require prior experience, ranging from 6 to 24 months, as an apprentice or delivery or hazardous materials, route or warehouse or related driver. Employers require a class A California Drivers License. Many employers also require some training, in-house, journeyman or formal, ranging from 1 to 24 months, including forklift or hazardous materials (HAZMAT) handling.

NEW OR OBSOLETE SKILLS

Few employers reported required new skills as computer knowledge, good driving skills or customer service skills. No obsolete skills were reported.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for women, with 7% females reported by surveyed employers.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance **for job entry**

Technical:

- Ability to drive, in all weathers, day or night (2.94)
- Map reading skills (2.90)
- Knowledge of local streets (2.86)
- Ability to read invoices (2.86)
- Possession of a valid Class A drivers license (2.57)
- Ability to handle emergencies such as accidents or equipment failure (2.49)
- Ability to respond to computer-aided dispatch system directions (2.36)

Personal or Other:

- Possession of a good DMV record (2.96)
- Ability to work independently (2.96)
- Public contact skills (2.54)
- Ability to work under pressure

Basic:

- Ability to read and follow instructions (2.91)
- Oral communication skills (2.55)
- Ability to write legibly (2.38)
- Basic math skills (2.33)

Physical:

- Ability to pass a pre-employment examination (2.48)
- Ability to lift at least 75 lbs. repeatedly (2.34)

Language

- **All** (100%) employers report preferring fluency in English
- **Many** (47%) employers prefer bilingual skills in Spanish, and **few** (7%) in other languages, e.g. Filipino-Tagalog.

Computer Software Skills:

- **Few** (6%) employers seek applicants with word processing skills.

Employer voluntary comments, skills preferences

Almost all employers reported prospective employees should have patience, be drug free, have either hazardous materials experience or a Class C Drivers License

OCCUPATIONAL PROGRESSION

FROM.....**TO**

Warehouse Supervisor, Director of Operations
Lead driver, Route/Shift Supervisor, Salesman
Truck Driver - Light

Almost all (87%) surveyed employers promote from this position, while **some** (13%) do not.

OTHER SOURCES

California Occupational Guide: n.a.

OOH 1996-97,p.455-57 Transp. & Matrl. Mov. Occps.

DOT Code:

906.683-010
906.683-014
906.683-018
906.683-022
913.663-018
919.663-022

Title:

Food-Service Driver
Liquid-Fertilizer Servicer
Telephone-Directory-Distributor Driver
Truck Driver, Light
Driver
Escort-Vehicle Driver

TYPISTS, INCLUDING WORD PROCESSING

17 Firms Surveyed with 148 Employees in Occupation

OES: 553070

DESCRIPTION

Typists, Including word Processing, type letters, reports, stencils, forms, addresses, or other straight copy material from rough draft, corrected copy, or voice recording, and may perform other clerical duties as assigned. Typists, including Word processing, may use typewriters or word processing equipment. Please do not include Key punchers, Secretaries or Stenographers.

Alternative Titles: Office Assistant/Technician/Staff/Clerk, Administrative Assistant/Staff.

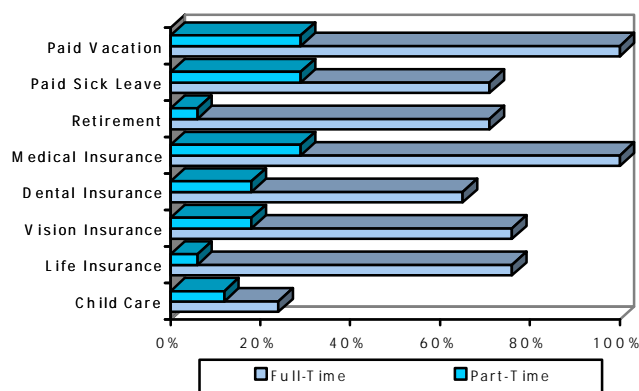
WAGES/BENEFITS

Non-Union Wages, Full, Part-Time and Temporary On-Call Employees:

	Range	Median
New Hires, Inexperienced:	\$ 5.00 - \$13.45	\$ 8.00
New Hires, Experienced:	\$ 7.00 - \$13.95	\$ 10.00
3+ Yrs. Experience with Firm:	\$ 9.00 - \$15.00	\$ 12.30

Hours: *All* (100%) surveyed employers are non-union and *most* (59%) employees work full-time and average 40 hours per week. *Some* employees are reported as working either part-time (16%), averaging 26 hours per week, or on a temporary on-call basis (21%), averaging 36 hours per week.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits to full-time employees, including child care. In addition, *few* employers offer in-house education programs as a fringe benefit. *Some* employers report offering the above range of benefits to part-time employees. Equivalent data was not collected for the (21%) employees in survey who work on a temporary on-call basis.

EMPLOYMENT FORECAST 1993-2000

ORANGE COUNTY

OCCUPATIONAL FORECAST 1993 - 2000

Size:	Large (8,340 - 7,900)
% Job Growth:	-5.3%
Growth Rate:	Slow Decline
Job Growth:	-440 Total Job Loss
Separations:	960 (185%)
Total Openings:	520 (100 %)

LEAD JOB GROWTH BY INDUSTRY (SIC)

Industry	Description	Growth(i)
7363	Help Supply Services	108
8111	Legal Services	58
7389	Business Services, NEC	55
7361	Employment Agencies	50
8221	Colleges and Universities	15

(i) Job growth is forecast for *many* (43%) industries employing this occupation. Above are the lead job growth industries within the sector with forecasted growth, 1993-2000.

1996 EMPLOYMENT TRENDS

1996 SUPPLY AND DEMAND ASSESSMENT

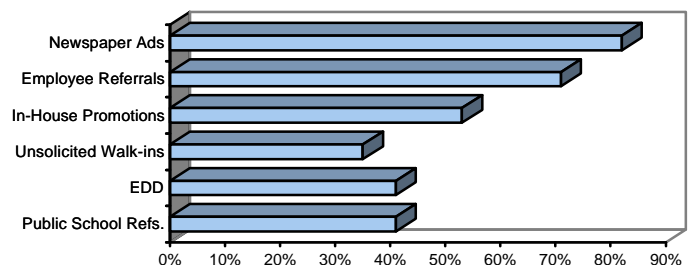
Employers report it is both 'a little difficult' to find experienced applicants who meet their hiring standards, and to find inexperienced, qualified applicants.

Most (59%) employers report the past years employment trend as stable, and *many* (41%) report there was a growth trend.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	125	(100%)
New Permanent Positions	21	(17%)
Temporary Positions:	40	(32%)
Promotions:	31	(25%)
Separations:	33	(26%)

RECRUITMENT



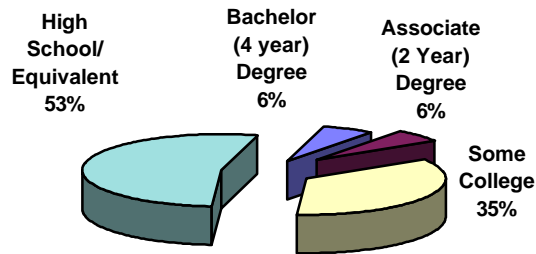
When recruiting for employees, *employers* report primarily using above top six resources. Additional resources reported are private school referrals (29%), private employment agencies (24%) and church advertisements (6%).

TYPISTS, INCLUDING WORD PROCESSING

17 Firms Surveyed with 148 Employees in Occupation

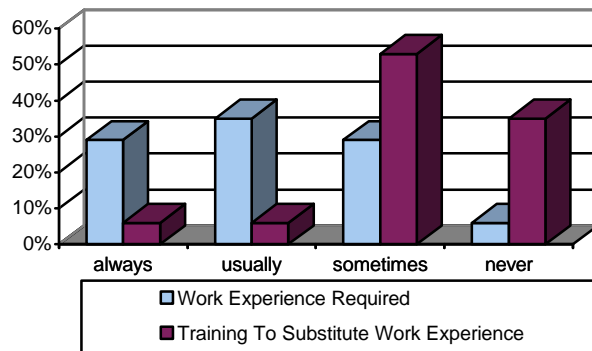
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most (53%) employers report recent new hires have high school graduation or equivalent. **Many** (35%) employers report employees have some college, but no degree. **Few** recent hires have an Associate (2 year) degree (6%) or a Bachelor (4 year) degree (6%).

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Many surveyed employers usually require employees to have work experience, ranging from 3 to 24 months, in areas such as general office/clerical/word processing, data entry or administration. **Most** employers will sometimes accept training as a substitute for work experience. **Many** surveyed employers require from 1 to 12 months of related computer/word processing training or typing certification (45 wpm.).

NEW OR OBSOLETE SKILLS

New skills required by **many** employers include organizational skills with ability to use new microcomputer based hardware and software applications. **Some** surveyed employers identified typewriter skills as obsolete.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for men with 14% males employed by surveyed employers.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- English grammar, spelling and punctuation skills (2.80)
- Ability to use word-processing software (2.76)
- Ability to perform detailed clerical work (2.76)
- Telephone answering skills (2.65)
- Alphabetic and numeric filing skills (2.43)
- Ability to write effectively (2.30)
- Proofreading skills (2.26)
- Ability to use spreadsheet software applications (2.03)

Personal or Other:

- Detail oriented (2.57)
- Ability to read and comprehend information quickly (2.49)
- Public contact skills (2.42)
- Willingness to work with close supervision (2.33)

Basic:

- Oral communication skills (3.00)
- Ability to read and follow instructions ((2.93)
- Ability to write legibly (2.79)

Physical:

- Good eye-hand coordination (2.01)

Language

- **Almost all** (83%) employers report preferring fluency in English. **Some** (30%) employers prefer bilingual skills in Spanish, and **few** (3%) in Vietnamese.

Computer Software Skills:

- **All** (100%) employers seek applicants with word processing skills, and **most** (63%) seek spreadsheet, **many** (50%) seek database, and **some** (19%) seek desktop publishing skills. **Some** (19%) employers prefer these skills related to MS Office® or WordPerfect 6.0 applications.

Employer voluntary comments, skills preferences

Employers seek employees with ability to 'think for themselves', ask questions, be creative, have a team spirit, professionalism, a good attendance record, a team spirit, and a clear and distinctive voice.

OCCUPATIONAL PROGRESSION

FROM.....TO

Exec. Secretary, Office Manager, Administrator
Secretary, Accounts Clerk, CSR, Supervisor.

Typists, incl. Word Processing

Almost all (86%) surveyed employers promote from this position.

OTHER SOURCES

California Occupational Guide: # 20 (1995)
Related COGs 16, # 25, # 128, # 172, # 177

DOT Code:

203.362-010
203.582-066
203.582-058
203.382-030

Title:

Clerk Typist
Typist
Transcribing-Machine Operator
Word-Processing Machine Operator

CHAPTER SIX

NON-OES ~ OCCUPATIONAL PROFILES~

HAZARDOUS MATERIALS AND WASTE TECHNICIAN

15 Firms Surveyed with 125 Employees in Occupation

NON-OES: 955559996

(Non-OES Survey)

DESCRIPTION

Hazardous Materials and Waste Technicians are responsible for programs involved in safe use, storage, treatment, transport, and disposal of hazardous materials, as well as source reduction, waste minimization, site remediation, and environmental monitoring.

Alternative Titles: Field / Environmental Affairs Technicians, Health & Safety Officers, Materials Regulation Specialists, Radiation Safety Officer, Engineering or Analysis Technicians.

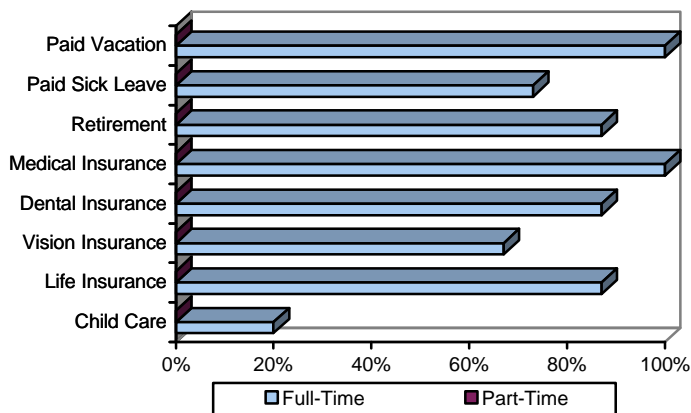
WAGES/BENEFITS

Combined Union and Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 8.00 - \$14.40	\$ 9.80
New Hires, Experienced:	\$10.65 - \$16.80	\$ 13.19
3+ Yrs. Experience with Firm:	\$11.95 - \$23.00	\$ 17.50

Hours: **Almost all** (93%) surveyed employers are non-union and **almost all** (92%) employees work full-time and average 42 hours per week. **Few** (8%) temporary on-call employees average 40 hours per week. No part-time employees were reported by employers.

BENEFITS



Almost all surveyed employers offer the above eight fringe benefits to full-time employees, including child care. In addition **few** employers offer a 401K plan or stock fringe benefits. No part-time employees were reported by surveyed employers. Fringe benefits data was not collected for the **few** temporary on-call employees reported.

EMPLOYMENT TRENDS

ORANGE COUNTY

Estimated Occupation Size/Growth by Industry (SIC), 1993-2000 (i)

Industry	Description	1993	2000
8221	Colleges and Universities	504	664
8734	Testing Laboratories	457	548
8711	Engineering Services	223	265
2821	Plastics Materials & Resins	46	47
2851	Paints & Allied Products	41	43
Total		1,271	1,567

(i) Source: EDD/LMID, 1996; Orange County Occupational Forecast 1993-2000, Table 8.

Note: Above estimate *may include* employees not in surveyed occupation within listed industry, and *may not include* all industries employing this occupation.

SUPPLY AND DEMAND ASSESSMENT

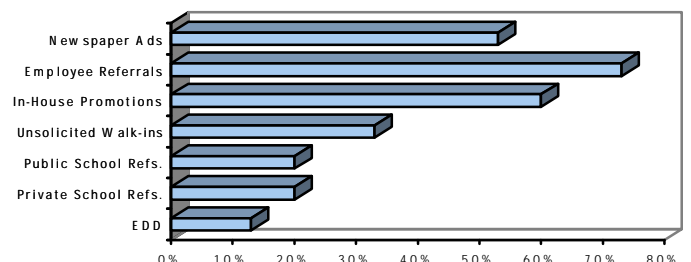
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards. It is also 'a little difficult' to find inexperienced qualified applicants.

Most (60%) employers report the past years employment trend as stable, **some** (27%) reported growth.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	56	(100%)
New Permanent Positions	19	(34%)
Temporary Positions:	0	(0%)
Promotions:	22	(39%)
Separations:	15	(27%)

RECRUITMENT



When recruiting for employees, **employers** report primarily using the above top seven resources. Additional sources of reported recruitment are other companies or 'word of mouth' (13%), or private employment agencies (7%).

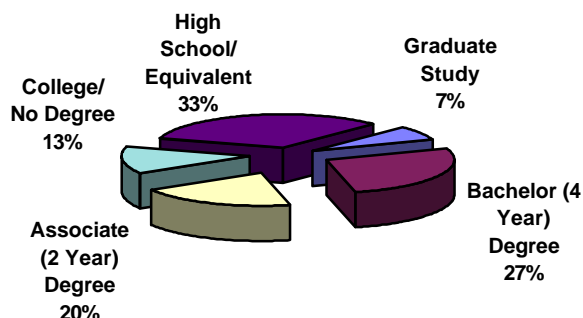
HAZARDOUS MATERIALS AND WASTE TECHNICIAN

(Non-OES Survey)

15 Firms Surveyed with 125 Employees in Occupation

EMPLOYER REQUIREMENTS

EMPLOYEE EDUCATION & TRAINING



Some employers report recent new hires have either high school graduation or equivalent (33%), or a bachelor (4 year) degree (27%), or an Associate (2 year) degree (20%). Remaining **few** (7%) employers report new hires have graduate studies.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Most surveyed employers will sometimes accept training to substitute for experience. **Few** employers prefer applicants to have from 12 to 48 months of training in either chemistry, hazardous materials, hazardous waste emergency response, geology or engineering. **Many** employers require from 6 to 48 months of prior work experience in either chemical maintenance, hazardous materials waste technician, engineering technician, hazardous waste identification or handling, health and safety, or environmental affairs specialist work.

NEW OR OBSOLETE SKILLS

Many employers seek new skills such as knowledge of state and federal regulatory laws, site assessment and field knowledge skills, awareness of new technology, and have both mechanical and electrical skills, and computer skills. Obsolete skills reported were physically removing waste and non-computerized inventories.

NON-TRADITIONAL EMPLOYMENT STATUS

This a non-traditional occupation for women, with 14% females reported by surveyed employers.

EMPLOYER REQUIREMENTS continued

VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Ability to implement safe working practices (3.00)
- Ability to follow sudden exposure/release emergency procedures (2.99)
- Ability to follow cleanup, decontamination, & disposal procedures (2.98)
- Ability to follow government regulations and reporting requirements (2.95)
- Knowledge of hazardous waste and materials technology (2.88)
- Report writing skills (2.86)
- Ability to use a computer terminal (2.72)
- Understanding of hazardous waste and materials analysis (2.70)
- Record keeping skills (2.13)
- Understanding of collection and sampling techniques (2.07)

Personal or Other:

- Ability to work independently (2.16)
- Willingness to work with close supervision (2.12)

Basic:

- Oral communication skills (2.98)
- Ability to read and follow instructions (2.98)
- Ability to write legibly (2.88)
- Basic math skills (2.07)

Language

- **All** (100%) employers report preferring fluency in English, few (9%) prefer bilingual skills in Spanish.

Computer Literacy

- **Most** surveyed employers seek word processing (70%), spreadsheet and database skills (60%), **some** seek desktop publishing (20%) or other applications skills (30%) specific to industry database.

Employer voluntary comments, skills preferences

Few employers seek employees who are 'easy going', patient and 'have ability to do the job right the first time'.

OCCUPATIONAL PROGRESSION

FROM.....**TO**

Project Manager, Staff Scientist, Staff Engineer
Foreman, Estimator, Quality Control, Engineer
Hazardous Materials Technician

Almost all (80%) surveyed employers promote from this occupation.

OTHER SOURCES

California Occupational Guide #2000B (1994)

DOT Code:	Title:
168.364-640	Chemical Waste Disposal Workers
168.364-640	Environmental Hazardous Waste Technicians. and Field Technicians
n.a.	Environmental Technician

MULTIMEDIA SOFTWARE DEVELOPERS

9 Firms Surveyed with 112 Employees in Occupation NON-OES: 031064998

(Non-OES Survey)

DESCRIPTION

Multimedia Software Developers author and process multiplatform interactive multimedia program content. They have expertise in digital text, graphics, audio and visual media integration. These skills involve expertise in media authoring software including related scripting and programming languages. Responsibilities require providing assistance in development of a variety of interactive graphical user interfaces which may include preparing media for presentations, training programs, marketing kiosks, digital based games, digital disk mastering, and on-line network services, i.e. Internet Home Pages. They may be required to recommend media system design, components and programming standards, and security and quality control procedures.

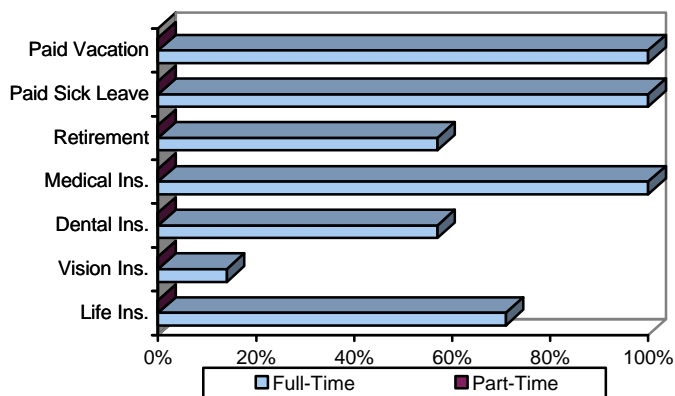
Alternative Titles: Multimedia/Software Engineers, Interactive Authors, World Wide Web Programmers, Webmasters, Data Wranglers, Production Assistants.

WAGES/BENEFITS

Non-Union Wages

	Range	Median
New Hires, Inexperienced:	\$ 5.75 - \$30.00	\$ 12.79
New Hires, Experienced:	\$12.00 - \$32.00	\$ 18.00
3+ Yrs. Experience with Firm:	\$14.40 - \$32.00	\$ 23.97

Hours: All surveyed employers (100%) are non-union. Almost all employees (88%) work full-time and average 45 hours per week. Few (11%) part-time employees average 28 hours per week. The remaining employees work on a seasonal basis and average 40 hours per week.



Almost all surveyed employers offer the above seven fringe benefits to full-time employees, which exclude child care. In addition few employers offer a 401K plan or team bonuses as fringe benefits. Surveyed employers do not offer fringe benefits to part-time employees.

EMPLOYMENT TRENDS

ORANGE COUNTY

Estimated Occupation Size/Growth by Industry (SIC), 1993-2000i

Industry	Description	1993	2000
7371	Computer Programming	2,138	3,281
7372	Pre-Packaged Software	499	776
7812	Motion Picture/Video Prod.	107	143
7819	Services Allied to Mot.Picts	76	94
Total:		2,820	4,294

(i) Source: EDD/LMID, 1996; Orange County Occupational Forecast 1993-2000, Table 8.

Note: Above estimate may include employees not in this surveyed occupation within listed industry, and may not include all industries employing this occupation.

1996 SUPPLY AND DEMAND ASSESSMENT

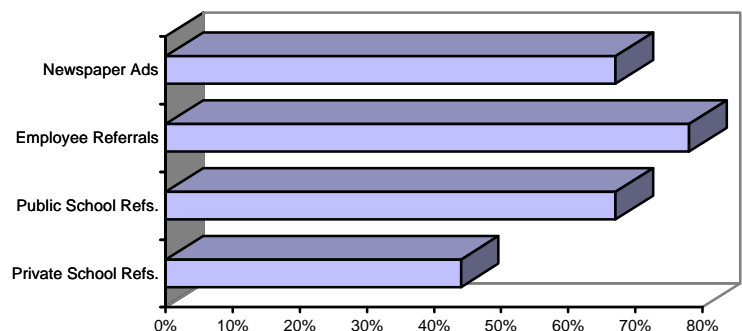
Employers report it is 'somewhat difficult' to find experienced applicants who meet their hiring standards and 'a little difficult' to find inexperienced qualified applicants.

Most (56%) employers report employment growth trend during the past year, while **some** (33%) report a stable employment trend for the past year.

SURVEYED EMPLOYERS SOURCES OF FILLED OPENINGS DURING PAST YEAR

Total Employees Hired:	88	(100%)
New Permanent Positions	42	(48%)
Temporary Positions:	22	(25%)
Promotions:	10	(11%)
Separations:	14	(16%)

RECRUITMENT



When recruiting for employees, employers report primarily using the above top four resources. Additional sources of recruited employment are in-house promotions (33%), unsolicited walk-ins (33%) and private employment agencies (33%). 'Other' (33%) resources reported include use of the Internet, use of trade organizations, or use of technical locators. An additional reported source is EDD (11%).

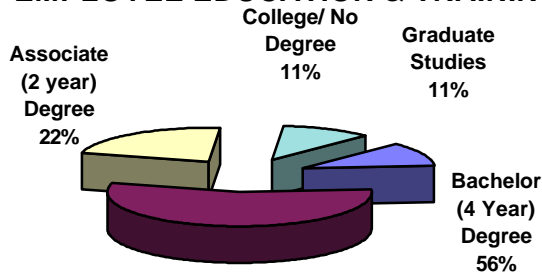
MULTIMEDIA SOFTWARE DEVELOPERS

(Non-OES Survey)

9 Firms Surveyed with 112 Employees in Occupation

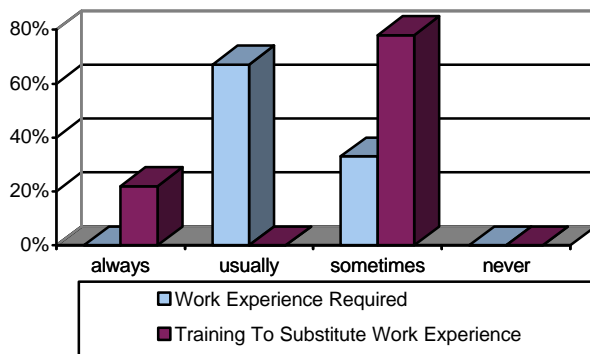
EMPLOYER PREFERENCES

EMPLOYEE EDUCATION & TRAINING



Most employers (56%) report recent new hires have a Bachelor (4 year) degree or **some** (22%) have an Associate (2 year) degree. **Few** employers (11%) report new hires have either graduate studies or college, but no degree.

EXPERIENCE & OTHER REQUIREMENTS



Required Training or Certification:

Almost all employers will sometimes accept training to substitute for work experience. Required training ranges from 12 to 48 months, with either a bachelor's degree or Graphics Arts Certificate, in areas including technical math, programming C++, Pascal, HTML or JAVA. **Most** employers usually require from 6 to 48 months of related work experience, in such areas as multimedia-interactive development video/graphics applications or computer software development.

NEW OR OBSOLETE SKILLS

Surveyed employers identified several computer programming related new skills including, JAVA and VRML literacy, 3-D applications, new CAD/CAM software, new cartographic skills, object oriented programming, new relational database skills, C++, UNIX, network programming, direct API, scripting language skills and ability to create more user friendly applications. Employers reported several obsolete skills, including strippers/cut and paste, old animation techniques, manual drafting, use of mainframes, COBOL and few reported word processing, spreadsheet and database programming as obsolete skills.

EMPLOYER PREFERENCES continued

IMPORTANT & VERY IMPORTANT SKILLS

Ranked 0-3, indicating level of importance for job entry

Technical:

- Knowledge of computer operating systems and their multimedia extensions (2.92)
- Expert knowledge of a few interactive programming tools and areas (2.90)
- Knowledge of data structures, algorithms and program debugging (2.90)
- Expertise in media authoring scripting languages, including Visual Basic and C (2.83)
- Ability to select media system elements to produce an overall seamless and integrated project design (2.69)
- Ability to program for different *user media interfaces*, e.g. for children or adults (2.65)
- Understanding of CD-ROM mastering software and hardware capabilities (2.32)
- Ability to digitize/edit audio sequences to support project media (2.29)
- Ability to use *HTML*, *VRML* etc., to develop Internet web pages (2.09)
- A general knowledge of various authoring software packages, including their strengths and weaknesses, e.g. *Adobe Premier*, *Macromedia Director* (2.01)
- Ability to create and/or edit *non-linear* and/or *pass through* video sequences (1.80)
- Ability to use computer software animation tools, including *2-D* and *3-D* modeling (1.78)

Personal or Other:

- Ability and patience for very detailed work (2.99)
- Ability to innovate and adapt to project needs and work environment (2.96)
- Ability to accomplish tasks within scheduled deadlines and budgets (2.94)
- Ability to work as an integrated member of a project team (2.91)
- Ability to work independently (2.42)
- Willingness and ability to work continuously for long hours (2.36)

Physical:

- Detail oriented (2.88)
- Good oral communication skills (2.59)
- Good written communication skills (2.59)
- Ability to document special solutions created during project processing (2.56)

Language

- **All** (100%) employers report preferring fluency in English.
- **Some** prefer bilingual skills in Spanish or French, and **few** in other languages including German, Japanese or Chinese-Cantonese.

(Continued)

MULTIMEDIA SOFTWARE DEVELOPERS

(Non-OES Survey)

9 Firms Surveyed with 112 Employees in Occupation

EMPLOYER PREFERENCES continued

Computer Literacy

- **Most** surveyed employers (67%) seek employees with specialized 'other' (multimedia) applications, e.g. Graphic Arts, "paint" programs, Macintosh software, or multi-language skills, including C++, UNIX, Windows 95 or operating systems programming skills. **Many** (44%) employers also seek desktop publishing and spreadsheet applications skills and **some** (33%) database skills.

Employer voluntary comments, skills preferences

Technical skills sought by employers include knowledge of computer languages/multiple operating systems and problem solving abilities. Personal skills include personal confidence, drive and open mindedness.

NON-TRADITIONAL EMPLOYMENT STATUS

This is a non-traditional occupation for women with 21% females reported in this occupation by surveyed employers

OCCUPATIONAL PROGRESSION

FROM.....TO

Art Director, Management
Program/Project Leader, Senior Software Engineer
Multimedia Software Developer

Most (67%) surveyed employers promote from this occupation.

OTHER SOURCES

Reference (a): 'From Silicon Valley to Hollywood: Growth and Development of the Multimedia Industry in California', U.C.L.A., November, 1995.

California Occupational Guide(s)

2006(1995) Professional Occupations in Multimedia
559(1996) Web Page Designers & Web Mistresses
Related COGs # 4, # 81, # 163, # 541
COG # 2006 contains comments on following
Multimedia Occupations:

DOT Code:	Title:
n/a	Animators
n/a	Art Directors
n/a	Graphic Designers
n/a	Interface Designers
n/a	Programmers
n/a	Sound Producers
n/a	Video Producers
n/a	Web Page Designers
n/a	Web Page Masters/Mistresses
n/a	Writers

OTHER SOURCES continued

Note: The occupational description developed for this survey encompasses the many diverse *interactive new media specialties* under the umbrella of 'multimedia software developer' to enable an adequate number of employers to be included in the 1996 Orange County survey. The high level of self-employment, estimated at nearly 50%, (reference 'a' above), further requires the use of a broad occupational description to enable adequate employer survey coverage.

ORANGE COUNTY 1996 Estimated Number of Firms Active in Multimedia Industry (b)

Number:	70
Number of Employees by Status (from a sample of 33 Firms)	
Full-Time:	1,710
Part-Time:	152

(b) Sources: **The Multimedia Directory 1995 & 1996
Creative Industry Handbook, 1995-1996**

The Multimedia Directory, 1996 ed.5, J. Samsel & C. Fort, is a national reference of multimedia employers and provides a sub-grouping of interactive new media specialties. The same *sample* of 33 Orange County multimedia employers as used above is the source of specialty groupings given below to assist profile users:

Animation Production Company	1
Entertainment Company	2
Interactive Publisher	14
Interactive Production Company	25
Interactive Tool Developer	6
Internet Production Company	7
Packaged Applications	14

The above and other multimedia occupational information for the U.S and Canada is accessible interactively through the following web site:

Multimedia Directory <http://www.liquidnav.com>

Specific Orange County multimedia occupational information is available through the following:

Orange County Multimedia Users Group:

(714) 280-0038 <http://www.ocmug.org>

CHAPTER SEVEN

~ TRAINING DIRECTORY STATUS~

TRAINING DIRECTORY STATUS

Overview:

The California Occupational Information Coordinating Committee (COICC), the sponsor of the *Training Directory* contained in the 1995 report, has a federal mandate to develop a statewide Occupational information System (OIS) to meet the information needs of vocational education planners and administrators and the career information needs of youth and adults.

1995 Training Directory:

Users should use the *1995 Occupational Outlook Report* (OOR) *Training Directory* (Chapters 7 and 8) for accessing training providers who support most of the 1996 surveyed occupations.

If the above *1995 Training Directory* does not meet the user's needs, users have three options, two currently available, by contacting the Orange County CCOIS program coordinator at (714) 834-7146:

User Options:

- (i) Request an electronic copy of the Enhanced State Training Inventory (ESTI-96), published by EDD/LMID, March, 1996. The user will be required to have access to a Macintosh or PC based system, the latter with Windows 3.1 or later, and provide six diskettes to receive a copy of the (FileMaker Pro 2.1 runtime) access program and statewide data files. The installed system will require at least 15 Megabytes of the user's hard disk space. This will allow the user to research programs and providers statewide. Starting in 1997, the Orange County inventory will be updated annually, and become part of the statewide COICC updates.
- (ii) A request for the training providers for a single 1996 surveyed occupation made be made direct to the CCOIS program coordinator. The request will be processed as resources and time are available.

1997 Electronic Update:

- An electronic *1997 update* of the *Training Directory* will be developed and made available for users during 1997. The major comprehensive update of over three-hundred and sixty training providers within Orange County, will be processed as part of the 1997 CCOIS program. The updates will be made available to users in electronic format, initially on diskette and later accessible via the Internet.

Uses of the Training Directory:

- The data in the 1995 Orange County training directory and the future updated 1997 directory is intended for use by various workforce development agencies, training providers, organizations and individuals. Some of the ways the directories can be used are as follows;
- It can be used as a reliable first reference resource for career and vocational training programs available in Orange County and a few adjacent locations.
- It can be used by employers interested in finding skilled workers or in search of training programs for new or current employees.
- Counselors and employment training professionals can use the training directory to assist individuals in selecting training programs that meet their individual goals and needs.
- It can be used by all those looking to upgrade their skills to advance or enhance their employability.

The Private Industry Councils of Orange County will appreciate any comments to improve upon the use and availability of the future Orange County training directories

CHAPTER EIGHT

~ Appendix ~



Please return completed questionnaire to:

Job Training Partnership Agency
1300 So. Grand, Bldg B, 3rd Floor
Santa Ana CA 92705

Phone: (714) 834-7146

Fax: (714) 834-7132

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL

Whom should we contact with any further questions?

NAME: _____

POSITION: _____

PHONE: _____

FAX: _____

Please complete this questionnaire for the occupation described below. If you have multiple locations, please confine your answers to locations in **Orange County**. Please call the number above if you have questions.

TEACHERS - ELEMENTARY SCHOOL

Elementary School Teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Please do not include special education teachers who teach only handicapped pupils.

1. What job title(s) do **you** use for these duties _____ 005

2. How many employees do you **currently** have in this occupation? _____ 010

How many of these fall within each of the following categories, and how many hours **per week** do they work, on average?

NUMBER OF EMPLOYEES

AVERAGE WEEKLY HOURS

Regular, Full Time:

--	--	--	--

590

--	--

591

Regular, Part Time:

--	--	--	--

650

--	--

651

Temporary Or On-Call:

--	--	--	--

630

--	--

631

Seasonal:

--	--	--	--

610

--	--

611

3. Of the people you have hired into this occupation over the last 12 months, how many were hired to fill:

vacancies resulting from promotions within your firm?

--	--	--	--

031

vacancies resulting from people in permanent positions leaving your firm?

--	--	--	--

032

new permanent positions resulting from growth?

--	--	--	--

030

temporary or seasonal positions?

--	--	--	--

033

4. Of the employees you currently have in this occupation, how many are: MALE? _____ 060 FEMALE? _____ 061

5. During the last year, did your firm's employment in this occupation: (Please Check One)

DECLINE ☐ 480 3

REMAIN STABLE ☐ 480 2

GROW ☐ 480 1

Why? _____ 481

6. Over the next three years, do you expect your firm's employment in this occupation to: (Please Check One)

DECLINE ☐ 740 3

REMAIN STABLE ☐ 740 2

GROW ☐ 740 1

Why? _____ 741

7. Are your employees in this occupation members of a union? (Please Check One) YES ☐ 300 1 NO ☐ 300 2

8. For the people you hire into this occupation, is previous experience required? (Please Check One)

NEVER ☐ 390 4

SOMETIMES ☐ 390 3

USUALLY ☐ 390 2

ALWAYS ☐ 390 1

9. If you require previous experience, what jobs can it be in and how many months of experience meet your qualifications?

(Job Title) 414

(Months of Experience) 416

(Job title) 415

(Months of Experience) 417

10. How difficult is it to find **fully experienced and qualified** applicants? (Please Check One)

NOT DIFFICULT ☐ 721 1 A LITTLE DIFFICULT ☐ 721 2 SOMEWHAT DIFFICULT ☐ 721 3 VERY DIFFICULT ☐ 721 4

11. If you ever hire **inexperienced** applicants (trained or untrained), how difficult is it to find applicants who meet your hiring standards? (Please Check One)

NOT DIFFICULT ☐ 731 1 A LITTLE DIFFICULT ☐ 731 2 SOMEWHAT DIFFICULT ☐ 731 3 VERY DIFFICULT ☐ 731 4

12. Is training acceptable as a substitute for experience? (Please Check One)

NEVER ☐ 391 4 SOMETIMES ☐ 391 3 USUALLY ☐ 391 2 ALWAYS ☐ 391 1

13. If training or certification is required prior to employment, please describe what is needed and how much.

(Training or Certification Needed) 153 _____ 156
(Months of Training)

14. What level of formal education do most of your recently hired employees in this occupation have? (Please Check One)

LESS THAN HIGH SCHOOL	<input type="checkbox"/>	140	ASSOCIATE (2 YEAR) DEGREE	<input type="checkbox"/>	142
HIGH SCHOOL OR EQUIVALENT	<input type="checkbox"/>	141	BACHELOR (4 YEAR) DEGREE	<input type="checkbox"/>	144
SOME COLLEGE, BUT NO DEGREE	<input type="checkbox"/>	157	GRADUATE STUDY	<input type="checkbox"/>	158

15. What type of computer software skills, if any, do you seek in applicants for this occupation? (Please check all that apply)

WORD PROCESSING ☐ 051 SPREADSHEET ☐ 050 DATABASE ☐ 052 DESKTOP PUBLISHING ☐ 053

Other (Please Specify): _____ 054 _____ 055

16. Over the next three years, what new skills are needed to perform the functions of this occupation and what skills are becoming obsolete?

NEW SKILLS:	OBSOLETE SKILLS:
_____ 460	_____ 462
_____ 461	_____ 463

17. What is the usual income earned by your employees in this occupation at the following levels of skill and experience? Please separate the base wage or salary from tips and commissions, if applicable.

	BASE WAGE OR SALARY				TIPS OR COMMISSIONS			
New Hires With No Experience (Trained or Untrained):	\$		550		\$		553	
New Hires Who Are Experienced:	\$		551		\$		554	
Experienced Employees After Three Years With Your Firm:	\$		552		\$		555	
Per: (Please Check One)								
	Per: (Please Check One)	HOUR <input type="checkbox"/> 556 H	WEEK <input type="checkbox"/> 556 W		HOUR <input type="checkbox"/> 557 H	WEEK <input type="checkbox"/> 557 W		
		MONTH <input type="checkbox"/> 556 M	YEAR <input type="checkbox"/> 556 A		MONTH <input type="checkbox"/> 557 M	YEAR <input type="checkbox"/> 557 A		
Other (Please specify)			<input type="checkbox"/> 556 O		Other		<input type="checkbox"/> 557 O	

18. Does your firm offer benefits to employees in this occupation? (Please Check One)

YES ☐ 589 1 NO ☐ 589 2

If yes, please specify: (Please Check All That Apply)

FULL-TIME		PART-TIME		FULL-TIME		PART-TIME	
MEDICAL INSURANCE	<input type="checkbox"/> 573	<input type="checkbox"/> 583	PAID SICK LEAVE	<input type="checkbox"/> 571	<input type="checkbox"/> 581		
DENTAL INSURANCE	<input type="checkbox"/> 574	<input type="checkbox"/> 584	PAID VACATION	<input type="checkbox"/> 570	<input type="checkbox"/> 580		
VISION INSURANCE	<input type="checkbox"/> 575	<input type="checkbox"/> 585	RETIREMENT PLAN	<input type="checkbox"/> 572	<input type="checkbox"/> 582		
LIFE INSURANCE	<input type="checkbox"/> 576	<input type="checkbox"/> 586	CHILD CARE	<input type="checkbox"/> 577	<input type="checkbox"/> 587		
Other (Please Specify):	_____ 578				_____ 588		

19. Do you ever promote employees from this occupation to higher level position? (Please Check One)

YES ☐ 514 1 NO ☐ 514 2

If yes, please specify: _____ 510

20. When you recruit employees for this occupation, which of the following methods do you **primarily** use? (Check all that apply)

EMPLOYEES' REFERRALS	<input type="checkbox"/> 371	PUBLIC SCHOOL OR PROGRAM REFERRALS	<input type="checkbox"/> 376
RECRUIT VIA NEWSPAPER ADS	<input type="checkbox"/> 372	PRIVATE SCHOOL REFERRALS	<input type="checkbox"/> 377
PRIVATE EMPLOYMENT AGENCIES	<input type="checkbox"/> 373	EMPLOYMENT DEVELOPMENT DEPT.	<input type="checkbox"/> 374
HIRE UNSOLICITED APPLICANTS	<input type="checkbox"/> 379	UNION HALL REFERRALS	<input type="checkbox"/> 378
IN-HOUSE PROMOTION OR TRANSFER	<input type="checkbox"/> 370	Other (Please specify): _____	<input type="checkbox"/> 380

THANK YOU FOR YOUR COOPERATION !

Would you like to receive the outlook summary for this or any other occupation? (Please check one) YES ☐ 382 1 NO ☐ 382 2

21. Your response to this question will help improve training programs for this occupation.

Please rate each of the following qualifications, on a scale of 0 to 3, indicating their level of importance job entry.

Technical:

	Not Important		Very Important		
-Audiovisual teaching skills	0	1	2	3	100
-Artistic skills	0	1	2	3	101
-Musical skills	0	1	2	3	102
-Supervisory and classroom management skills	0	1	2	3	103
-Record keeping skills	0	1	2	3	104
-Ability to administer emergency first aid	0	1	2	3	105
-Possession of a state teacher's certificate	0	1	2	3	106
-Ability to write effectively	0	1	2	3	107
-Problem solving skills	0	1	2	3	108
-Disciplinary skills	0	1	2	3	109
-Ability to maintain a schedule	0	1	2	3	110
-Ability to design a lesson plan	0	1	2	3	111
-Ability to express a concept in more than one manner or through multiple analogies (integrated learning techniques)	0	1	2	3	112
-Good public speaking skills	0	1	2	3	113
-Ability to understand the needs of an individual	0	1	2	3	114
-Counseling skills	0	1	2	3	115
-Knowledge of a variety of community resources and other organizations	0	1	2	3	116

Personal:

-Understanding of a variety of cultures	0	1	2	3	117
-Possession of a clean police record	0	1	2	3	118
-Ability to work under pressure	0	1	2	3	119
-Ability to exercise patience	0	1	2	3	120

Basic:

-Ability to perform advanced mathematical computations	0	1	2	3	121
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Physical:

-Ability to stand continuously for 4 hours or more	0	1	2	3	122
--	---	---	---	---	-----

22. What other qualifications are important for job entry which have not been listed above? (Please specify)

_____	127
_____	128
_____	129

23. In which languages do you prefer fluency? (Please check all that apply)

English <input type="checkbox"/> 130	Vietnamese <input type="checkbox"/> 134	Chinese-Cantonese <input type="checkbox"/> 137
Spanish <input type="checkbox"/> 131	Japanese <input type="checkbox"/> 135	American Sign Language <input type="checkbox"/> 138
Korean <input type="checkbox"/> 133	Filipino-Tagalog <input type="checkbox"/> 136	Other (please specify) <input type="checkbox"/> 139
Braille <input type="checkbox"/> 132		_____

CCOIS Local Partner Contact List

COUNTY/AREA	AGENCY	Contact Person	Phone	FAX
Alameda County	Alameda County Economic Development	Toni McElroy	(510) 208-7363 x510	(510) 839-3766
Butte	Private Industry Council of Butte County	Bill Allen	(916) 538-6798	(916) 534-1167
Contra Costa	Contra Costa County Private Industry Council	Tracy Brown	(510) 646-5023	(510) 646-5517
Fresno	Fresno Career Development Center	Jeff Jones, Special Project Manager	(209) 499-3703	(209) 497-7872
Golden Sierra Alpine, El Dorado Nevada, Placer, Sierra	Golden Sierra Job Training Agency	Tom Medley	(916) 265-3201	(916) 265-5297
Humbolt	Humbolt County Employment Training Department	Steve Hughes	(707) 441-4634 ATSS:8/538-6203	(707) 445-6228
Imperial	Private Industry Council of Imperial County, Inc.	Tracy Bendix	(619) 353-5050	(619) 353-6594
Kern/Inyo/Mono	Employer's Training Resource	Bob Malouf	(805) 336-6961	(805) 336-6858
Kings	Job Training Office, Kings County Government Center	Sarah Knudson	(209) 582-9213	(209) 582-8947
Los Angeles	Los Angeles County/ DCSCS/ Private Industry Council	Michael Arredondo	(213) 351-6622 (213) 738-3175 vm	(213) 380-8275
Madera	Madera County Department of Education, Employment & Training	Nivia Green	(209) 673-7031	(209) 673-5569
Marin	County of Marin Private Industry Council	Dan Paicopulos	(415) 499-6038	(415) 499-7847
Mendocino	Mendocino Private Industry Council, Inc.	Elaine Morris	(707) 468-1196	(707) 468-1498
Merced	Merced County Private Industry Training Department	David Cramer	(209) 385-7326 (209) 385-7317 (209) 385-7324	(209) 722-3776
Monterey	Monterey County Private Industry Council	Phil Livingston	(408) 755-5429	(408) 755-5054

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COUNTY/AREA	AGENCY	Contact Person	Phone	FAX
Mother Lode Amador, Calaveras Mariposa, Tuolumne	Mother Lode Job Training	Maria Robinson	(209) 532-2820	(209) 533-1079
Napa	Napa County Training & Employment Center	Jim Cassio Occupational Research Group	(707) 253-4291	(707) 253-4895
North Central Colusa, Glenn, Lake Sutter, Yuba	North Central Counties Consortium	Donna Hodge	(707) 262-3408	(707) 263-0920 (916) 741-7150
Northern Counties Del Norte, Lassen, Modoc Plumas, Siskiyou, Tehama, Trinity	Northern Counties - CCOIS	Stewart Knox	(916) 529-7000	(916) 529-7015
Orange	Orange County, Private Industry Council	Thomas Cripps	(714) 834-7146	(714) 834-7132
Riverside	Riverside County EDA Job Training	Linyen Leypon	(909) 275-1029	(909) 275-3131
Sacramento/Yolo	Yolo County Community Partnership Agency	Alex Laiewski Jim Cassio, Occupational Research Group	(916) 737-7580 (916) 984-9615	(916) 661-2925
San Benito	San Benito County Private Industry Council Office	Laura Schipper	(408) 637-9293	(408) 637-0996
San Bernardino	County of San Bernardino Jobs & Employment Services Department	Panda Harris	(909) 872-1678	(909) 872-1653
San Diego	San Diego Consortium & Private Industry Council	Gary Moss	(619) 238-1445, ext 283	(619) 238-6063
San Francisco	Private Industry Council of San Francisco	Robert Blanchard	(415) 931-7460	(415) 931-7590
San Joaquin	Employment & Economic Development Department	Mechele Hayes	(209) 468-3656	(209) 954-5605
San Luis Obispo	Private Industry Council of San Luis Obispo	Leslie Brown	(805) 781-2216	(805) 541-4117
San Mateo	County of San Mateo Job Training & Economic Development Division	Isaiah Vi	(415) 802-5194	(415) 802-5173

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COUNTY/AREA	AGENCY	Contact Person	Phone	FAX
Santa Barbara	Santa Barabara County Job Training Network	Francis Romero	(805) 346-7650	(805) 346-7651
Santa Clara (NOVA)	City of Sunnyvale, NOVA Private Industry Council	Jasmine Khosravian	(408) 730-7526	(408) 730-7643
Santa Cruz	County of Santa Cruz Human Resources Agency	Alan Knox	(408) 454-4598	(408) 454-4651
Shasta	Shasta County Private Industry Council	Paul Shelton	(916) 245-1584	(916) 225-2206
Solano	Private Industry Council of Solano County	Bill Dion	(707) 864-3376 Ext 507	(707) 864-3386
Sonoma	Sonoma County PIC/Job Training Office	Al Redwine	(707) 524-5560	(707) 547-5555
Stanislaus	Private Industry Council of Stanislaus County	Sandra Waddle	(209) 558-2109	(209) 558-2164
Tulare	Tulare County Private Industry Council	Jeanie Ynclan	(209) 737-4246	(209) 737-4252
Ventura	County of Ventura Workforce Development Division - JTPA	Theresa Krumhauer	(805) 988-3686	(805) 981-8215

The CCOIS is administered at the state level by the Labor Market Division of the California Employment Development Department (EDD/LMID). For more information contact the CCOIS Group at (916) 262-2353.

The California Occupational Information Coordinating Committee, comprised of representatives from nine state agencies, provides policy advice to EDD in the operation of CCOIS. Their number is (916) 323-6544.

The source of the above information is EDD/LMID, and is current as of March 25, 1997.

